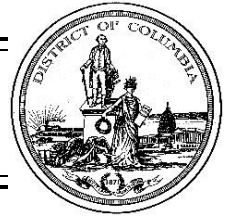

OFFICE OF AT-LARGE COUNCILMEMBER ANITA BONDS
CHAIR, COMMITTEE ON HOUSING & NEIGHBORHOOD REVITALIZATION



February 8, 2019

Laura Newland
Executive Director, Office on Aging
500 K Street NE
Washington, DC 20002

Dear Director Newland,

The annual performance hearing for the District of Columbia Office on Aging (DCOA) is scheduled for **February 14, 2019 at 9:30 a.m.** The government witness(es) for the agency will testify following public testimony. Please plan to arrive in time to listen to the entirety of the public testimony presented with respect to your agency.

Please review the attached list of questions and return your answers by **February 7, 2019**. Please provide **six hard copies** of your responses, as well as an electronic version in Microsoft Word.

If you feel that I could use additional information outside the scope of the attached questions, please feel free to include an additional written statement. If your office requires clarification of any of the attached questions, please contact Irene Kang at (202) 724-5473 or ikang@dccouncil.us. Thank you in advance for your timely and comprehensive response.

Sincerely,

Anita Bonds
At-Large Councilmember
Chairperson, Committee on Housing and Neighborhood Revitalization

District of Columbia Office on Aging (DCOA)

2019 PERFORMANCE OVERSIGHT QUESTIONS

General Questions

1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.
 - a. Please provide an explanation of the roles and responsibilities of each division and subdivision.
 - b. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

Please see Attachment Q1 – DCOA’s Organizational Chart.

In FY18, a number of staffing changes occurred at DCOA, including new hires, internal promotions, resignations, and separations. The prior grantee for the Health Insurance Counseling Program (HICP) decided to end the grant due to staffing considerations, so HICP is now operated through DCOA’s Aging and Disability Resource Center. All other teams and functions remain essentially the same.

Office of the Executive Director (OED)

OED provides the vision, planning, and leadership for the DC Office on Aging, including executive management, policy, legal, strategic and financial planning, communications, and resource management. OED also manages, leads, and directs all programs and services of DCOA. Additionally, OED controls and disseminates work assignments and coordinates agency operations to ensure the attainment of the agency’s mission statement and achievement of the goals and objectives of DCOA’s State Plan.

General Services

The General Services team is responsible for building support services, risk management, human resource services, and overall administrative support for DCOA. The team also works to improve the efficiencies of basic services and provide the most cost-effective management and maintenance resources.

Aging and Disability Resource Center (ADRC)

ADRC provides a coordinated system of information and access for individuals seeking long-term services and supports. This is accomplished through the provision of unbiased, reliable information, counseling, and service access to older adults (60 years and older), people with disabilities (18 to 59 years old), and their caregivers. ADRC subdivisions include: Information and Referral/Assistance; Community Transition and Community Social Work; Health Insurance Counseling Program, and Medicaid Enrollment.

Information and Referral/ Assistance

The Information and Referral/Assistance team provides information on programs and services available in the District and makes referrals based on an individual’s self-reported needs and/or assessment.

District of Columbia Office on Aging (DCOA)

Medicaid Enrollment

The Medicaid Enrollment team provides assistance to individuals interested in enrolling in the Elderly and Persons with Physical Disabilities Waiver (EPD), which is administered through Medicaid. The EPD Waiver is a combination of home- and community-based long-term care services designed to help older adults and adults with disabilities stay in their home, as an alternative to institutionalized care. This unit provides streamlined access to the EPD Waiver program by providing assistance with application coordination, submission, and linkage to EPD Waiver case management. ADRC has two staff members dedicated to State Plan Medicaid Adult Day Health Program (ADHP) enrollment. ADHP enrollment consists of receiving and processing ADHP referrals from Delmarva Foundation (DHCF provider) and completing a home visit and Person-Centered Plan for each interested ADHP applicant.

Community Transition and Community Social Work

The Community Transition and Social Work team is comprised of social workers, transition coordinators, case managers, and a housing coordinator who provide transition assistance for adults with disabilities and older adults from institutional long-term care settings back to the community. Social workers on this team also provide assistance to DC residents, ages 18-59, already living in the community, who need assistance accessing community services and supports.

Health Insurance Counseling Project (HICP)

The Health Insurance Counseling Project (HICP) provides free health insurance information, education, and counseling services to Medicare beneficiaries. In addition to assistance with health insurance issues, HICP also assists seniors with resolving unpaid medical bills and obtaining prescription medications.

External Affairs and Communications (EAC)

The External Affairs and Communication (EAC) team is charged with providing information about the events and activities of the DC Office on Aging to residents of the District of Columbia. Additional responsibilities include: developing and articulating the vision for the agency to key administration stakeholders and the community; and developing, championing, and implementing a comprehensive integrated strategic communications plan. This includes developing, directing, coordinating, and administering policies relating to all of the agency's internal and external communications. The unit manages all press inquiries and oversees the informational content provided on the agency's website and social media sites.

Budget and Finance

The Budget and Finance team develops, maintains, and monitors a fiscal plan to achieve the agency goals, while conforming to the policies and procedures established by the District and the federal government. Fiscal responsibility and transparency are achieved through the review of procurement transactions, expenditures, and projections.

Programs

The Programs team oversees the programmatic and fiscal efficiency of senior services provided through DCOA grants and contracts. This includes the effective planning, developing, coordinating, and implementation of programs and services to ensure a continuum of services are available for District seniors, people with disabilities, and

District of Columbia Office on Aging (DCOA)

caregivers. This team monitors DCOA's Senior Service Network (SSN) comprised of 22 community-based, non-profit, and private organizations that operate 40 programs in all eight wards to the District's older adult residents. These programs support a broad range of legal, nutrition, social, and health services for older adults as well as support programs for caregivers.

2. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the employee's title/position, salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

Please see Attachment Q2 – Schedule A.

3. Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.

DCOA does not have any employees detailed to or from the agency.

4. Please provide the Committee with:

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY18 and FY19, to date;

Please see Attachment Q4a – IT Inventory.

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency's vehicles in FY18 and FY19, to date;

Please see Attachment Q4b – Vehicles List.

- c. A list of travel expenses, arranged by employee for FY18 and FY19, to date, including the justification for travel; and

Please see Attachment Q4c – Travel Expenses.

- d. A list of the total workers' compensation payments paid in FY18 and FY19, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

DCOA currently has two open claims in FY2019. Of these two claims, only one is currently receiving benefits. The claim receiving benefits is from an incident in 1976.

District of Columbia Office on Aging (DCOA)

Payments by Fiscal Year	Payment Type		Grand Total
	Indemnity	Medical	
FY 2018	\$18,249.47	\$208.71	\$18,458.18
FY 2019	\$6,572.47		\$6,572.47
Grand Total	\$24,821.94	\$208.71	\$25,030.65

5. For FY18 and FY19, to date, what was the total cost for mobile communications and devices, including equipment and service plans?

FY18 Communications	\$ 162,539.72
FY18 Equipment	\$ 18,615.77
Total	\$ 181,155.49
FY19 Communications	\$ 43,802.08
FY19 Equipment	\$ 3,135.50
Total	\$ 46,937.58

6. For FY18 and FY19, to date, please list all intra-District transfers to or from the agency.

Please see Attachment Q6 – FY18 and FY19 Intra-District Transfers.

7. For FY18 and FY19, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

- a. The revenue source name and code;
- b. The source of funding;
- c. A description of the program that generates the funds;
- d. The amount of funds generated by each source or program;
- e. Expenditures of funds, including the purpose of each expenditure; and
- f. The current fund balance.

DCOA does not have any special purpose revenue funds maintained by, used by, or available for use by the agency for FY18 and FY19 to date.

8. For FY18 and FY19, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

Please see Attachment Q8 – FY18 and FY19 Purchase Card Spending.

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9. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY18 and FY19, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

Please see Attachment Q9 – Memoranda of Understanding.

10. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY18 and FY19, to date.

State Plan 2019 – 2022

In FY2018, DCOA working in collaboration with the U.S. Department of Health and Human Services, Administration for Community Living (ACL), developed the State Plan on Aging for Fiscal Years 2019-2022. The State Plan on Aging details the efforts of DCOA to meet the diverse needs of older adults (age 60 and older), adults with disabilities (age 18 and older), and their caregivers living in the District. The State Plan on Aging is a strategic document for delivering services and supports to be provided through DCOA. The agency was guided by ACL to ensure the agency was designing sustainable models of services, collecting data to assess critical needs, and ensuring oversight and accountability of the service delivery system.

DCOA and ACL (Region III/Region IV) Collaboration

DC Office on Aging and the Administration for Community Living (Region III/Region IV) work in close collaboration. DCOA’s Executive Director and staff regularly engage and are guided by ACL’s Regional Administrator and staff with a focus on policy development, budget guidance, and service coordination. ACL’s Regional Administrator oversees Older Americans Act programming for the District, Alabama, Delaware, Florida, Georgia, Kentucky, Maryland, Mississippi, North Carolina, Pennsylvania, South Carolina, Tennessee, Virginia, and West Virginia. Through this collaboration, it allows DCOA to keep in close communication with other state regional partners to compare programs, discuss challenges, and solutions to these challenges. In addition, DCOA also participates in ACL’s annual Regional State Unit on Aging and Area Agencies on Aging Conference in Atlanta with its partners to share ideas and to access training on federal requirements and policies.

Alzheimer’s Dementia Support Services

DCOA was awarded a new three-year \$650,000 Alzheimer’s Disease Supportive Services Program (ADSSP) grant from ACL, which combined with a recurring \$500,000 annual investment in DCOA’s local budget, will allow the agency, in collaboration and guidance from ACL, to ensure more residents with Alzheimer’s disease and related dementias (ADRD) can live longer and safer in the communities their own homes and communities through supportive.

Senior Service Network

DC Office on Aging collaborates continuously with the agency’s Senior Service Network, which is comprised of 20 community based non-profit and private organizations that operate 40 programs that provide vital, life-sustaining and life enhancing services and supports to the District’s older adults (Age 60 and older), adults with disabilities, and their caregivers.

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Money Smart for Older Adults

DCOA and the Elder Abuse Prevention Committee implement the “Money Smart for Older Adults” consumer education program in collaboration with the U.S. Consumer Financial Protection Bureau (CFPB). Money Smart for Older Adults (MSOA) is an instructor-led training developed jointly by FDIC and CFPB. The module provides awareness among older adults and their caregivers on how to prevent elder financial exploitation and to encourage advance planning and informed financial decision-making.

11. Please provide a table showing your agency’s Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for FY17, FY18, and the first quarter of FY19.
 - a. For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).
 - b. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for FY18 and FY19 for each program and activity code.
 - c. Attach the cost allocation plans for FY18 and FY19.
 - d. In FY18 or FY19, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.

Please see Attachment Q11abcd – FY17, FY18, and FY19 Q1 DCOA Budget and

Please see Attachment Q11c(2) – DCOA Cost Allocation Plan.

12. Please provide as an attachment a chart showing the agency’s federal funding by program for FY18 and FY19, to date.

Please see Attachment Q12 – FY18 and FY19 Federal Funding by Program.

13. With respect to capital projects, please provide:

- a. A list of all capital projects in the financial plan.

See responses to 13b and 13c.

- b. For FY16, FY18, and FY19, an update on all capital projects under the agency’s purview, including a status report on each project, the timeframe for project completion, the amount budgeted, actual dollars spent, and any remaining balances, to date.

Senior Wellness Centers and Group Homes Project

The Department of General Services (DGS) was originally given a capital budget of \$4

District of Columbia Office on Aging (DCOA)

million for upgrades and interior refreshers at six (6) of DCOA's Senior Wellness Centers and three (3) group homes. DGS worked with DCOA on the scope of work for the various sites, and in FY18 engaged the services of an architectural and engineering firm for the design and permitting services.

In DCOA's FY19 budget there was an additional \$1.5 million added for the expansion of Model Cities Wellness Center (Ward 5) and Congress Heights Senior Wellness Center (Ward 8). DGS and DCOA worked with the community on the scope for the expansions.

A construction contract has been awarded for Hayes Wellness Center (Ward 6), and a solicitation for the procurement of the construction services for the rest of the senior wellness centers and group homes is in progress. DGS started the project in April 2017 and plans to be completed in September 2019.

The total amount budgeted for this project is \$5.5 million. In FY17 and FY18, \$294K was expended on architectural engineering and permitting Services. A balance of \$5,206,000.00 remains for construction and the additional expansion to Model Cities and Congress Heights.

- c. An update on all capital projects planned for FY19, FY20, FY21, FY22, and FY23.

New Ward 8 Senior Wellness Center

In FY2018, the Mayor announced an \$11.4 million investment for a new senior wellness center in Ward 8, projected to be completed in FY2023 (FY22: \$2.5M, FY23: \$8.4M). DCOA and DGS will work with Council to search for a location for the site. In addition, both agencies plan to get feedback from community stakeholders on the design and innovate programs that should be included at the site. This project is not experiencing any delays and anticipates that the funding allocation is sufficient.

- d. A description of whether the capital projects begun, in progress, or concluded in FY16, FY18, or FY19, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.

There has been no impact on the operating budget of the agency due to capital projects in FY16 to date.

14. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY18 and FY19, to date. For each, include a description of the need and the amount of funding requested.

DCOA worked with the Mayor's Office of Budget and Performance Management and the Deputy Mayor for Health and Human Services on developing our Fiscal Year 2018 and Fiscal Year 2019 budgets. The Mayor's budgets for these Fiscal Years, as submitted to the Council, maintained the appropriate funding levels to operate agency's services and programs.

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15. Please list, in chronological order, each reprogramming in FY18 and FY19, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for FY18 and FY19, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number.

Please see Attachment Q15 – FY18 and FY19 Reprogramming.

16. Please list each grant or sub-grant received by your agency in FY18 and FY19, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.
- a. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?

Please see Attachment Q16 – Grants, Sub-Grants and Multi-Year Grants Received by DCOA.

The terms of federal funding, include:

- Services must be provided according to the State Plan and comply with the Terms and Conditions;
- Funds may be expended within the reporting periods of the grants and up to 90 days post the end of the grant;
- Extensions can be requested;
- All grants require DCOA to submit SF-425 on a semi-annual basis;
- Federal cash reporting is done on a quarterly calendar year basis (for the periods ending 12/31, 3/31, 6/30, 9/30);
- Payment under the awards must be made available through the U.S. HHS Departmental Payment Management System (PMS);
- Progress Reports are due quarterly; and,
- DCOA must submit a State Performance Report (“NAPIS”) Report annually.

Only the Alzheimer’s Disease Support Services Program (ADSSP) grant will expire. The ADSSP grant is a three-year grant, expiring at the end of FY20. All other federal grants listed are annual continuing grants.

17. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by your agency during FY18 and FY19, to date. For each contract, please provide the following information, where applicable:
- a. The name of the contracting party;
- b. The nature of the contract, including the end product or service;
- c. The dollar amount of the contract, including amount budgeted and amount actually spent;

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- d. The term of the contract;
- e. Whether the contract was competitively bid;
- f. The name of the agency's contract monitor and the results of any monitoring activity; and
- g. The funding source.

Please see Attachment Q17 – FY18 and FY19 Contracts.

18. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to significant financial liability or will result in a change in agency practices, and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation about the issues involved in each case.

- *Veronica Butler v. DCOA*, OEA Matter No. 1601-0132-14. Filed in September 2014, the employee appealed her termination by DCOA contending her due process rights were violated. After an evidentiary hearing, the administrative judge found for the employee and awarded her backpay and benefits. The District has appealed to Superior Court and that appeal is pending.
- *Chantelle Teasdell et al. v. DC, et al.*, Case No. 15-CV-00445-ABJ. Filed in 2015, the case is currently pending in U.S. District Court and is in the discovery phase. Six (6) former employees sued the District of Columbia, the former Executive Director of the Office on Aging, and former Chief of Staff of the Office on Aging. The plaintiffs originally raised ten claims; however, the Court has since dismissed six (6) of those claims. The surviving claims allege violations of the following laws and/or regulations: DC Whistleblower Protection Act; Age Discrimination in Employment Act; and the DC Human Rights Act.
- *Ivy Brown, et al., v. District of Columbia*, Civil Action No. 10-2250 (ESH). Filed in December 2010, this lawsuit alleges that the District unlawfully segregated people with disabilities in nursing homes when they were capable of and wanted to live in the community. After protracted litigation that included several amended complaints by the plaintiffs, a ruling certifying the class action that withstood an interlocutory appeal, and a lengthy bench trial, the court ruled for the District. Since this litigation was initiated, DCOA overhauled its community transition team and now connects with and transitions far more people out of nursing homes than it did when the litigation was initially brought.

19. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY18 or FY19, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

1. Employee 1: \$10,000. Employee 1 asserted violations of the Fair Labor Standards Act during 2013-2014. (finalized in FY17)
2. Employee 2: \$13,000. Employee 2 asserted violations of the DC Human Rights Act during 2013-2014. (finalized in FY18)

District of Columbia Office on Aging (DCOA)

20. Please list the administrative complaints or grievances that the agency received in FY18 and FY19, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY18 or FY19, to date, describe the resolution.

DCOA did not receive any administrative complaints or grievances in FY18 and FY19, to date.

21. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY18 and FY19, to date, whether or not those allegations were resolved.

DCOA's sexual harassment policy complies with Mayor's Order 2017-313. All employees who know of incidents of sexual harassment, as well as behavior which may create an intimidating, hostile or offensive work environment, or who are victims of sexual harassment or inappropriate conduct, are to report the sexual harassment or inappropriate conduct to DCOA's Sexual Harassment Officer or the supervisor or manager of the employee engaging in inappropriate conduct, or to their own supervisor. If the alleged harasser is the employee's immediate supervisor, then the employee should report the conduct to the alleged harasser's supervisor, or to the Sexual Harassment Officer.

Any supervisor or manager who receives a complaint or concern regarding sexual harassment or inappropriate conduct must take immediate steps to notify the Sexual Harassment Officer, who will ensure that an investigation is conducted and take other appropriate action. Where there is an allegation of criminal misconduct, after consulting its General Counsel, place the victim and/or the alleged harasser on administrative leave with pay pending final administrative resolution of the complaint or any criminal proceeding. The complainant at his or her choice may report the alleged criminal violation to a law enforcement agency, including the Metropolitan Police Department (MPD). Where either the agency or an appropriate law enforcement officer determines that a criminal violation occurred, the agency shall recommend discipline of the perpetrator up to, and including, termination.

When an allegation of sexual harassment is reported, including allegations of criminal conduct, the agency shall notify the agency's General Counsel, who in turn must notify the Mayor's Office of Legal Counsel (MOLC) of the allegation. Allegations of sexual harassment shall be investigated and resolved as soon as practicable, but no later than sixty (60) days after reporting. The agency or office investigating the charges must provide the employee and the alleged harasser with a written notification of its findings and conclusions after the sixty (60) day period, and shall convey the same to MOLC. The agency shall also require that any employee found to have engaged in inappropriate conduct who is not terminated must attend mandatory sexual harassment training within sixty (60) days of receipt of the findings. Such training is supplemental to any disciplinary actions and must occur even if the employee recently received training.

There have been no allegations of sexual harassment or misconduct received by the agency in FY18 or FY19, to date.

District of Columbia Office on Aging (DCOA)

22. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY18 and FY19, to date.

DCOA did not initiate or continue any investigations, audits, or reports on the agency or any employee of the agency, nor did it complete any investigations, audits, or reports on the agency or any employee of the agency during FY18 and FY19, to date.

23. Please describe any spending pressures the agency experienced in FY18 and any anticipated spending pressures for the remainder of FY19. Include a description of the pressure and the estimated amount. If the spending pressure was in FY18, describe how it was resolved, and if the spending pressure is in FY19, describe any proposed solutions.

DCOA faced no spending pressures for FY18 or FY19 and does not anticipate any spending pressures in FY19.

DCOA has worked closely with Mayor to develop the agency's budget, and coordinates with the Office of Budget and Performance Management (OBPM) to ensure that all programs are funded adequately to serve the District's seniors.

24. Please provide a copy of the agency's FY18 performance plan. Please explain which performance plan objectives were completed in FY18 and whether they were completed on time and within budget. If they were not, please provide an explanation.

Please see Attachment Q24 – DCOA FY18 Performance Plan Accountability Report.

DCOA met all its Key Performance Indicators (KPIs) and workload measures in FY18 on time and within budget. DCOA continues to work on improving the collection of comprehensive data and using data to improve its programmatic efforts.

25. Please provide a copy of your agency's FY19 performance plan as submitted to the Office of the City Administrator.

Please see Attachment Q25 – DCOA FY19 Performance Plan.

26. Please provide the number of FOIA requests for FY18 and FY19, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

Please see Attachment Q26 – FY18 FOIA Report.

The agency has received one (1) request in FY19 that is currently pending.

District of Columbia Office on Aging (DCOA)

27. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY18 and FY19, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.

No new studies, research papers, reports, and analyses were prepared by DCOA or contracted for during FY18 and FY19 to date.

28. Provide a list of all publications, brochures and pamphlets prepared by or for the agency during FY18 and FY19 to date.

Paid Media:

Beacon Newspaper: Spotlight on Aging (Published Monthly)

Current Newspaper: Spotlight on Community Living (Published Monthly)

The Informer: Spotlight (Published Monthly)

Press Releases/Media Advisories:

Mayor Bowser to Celebrate the Holidays with More than 3,500 Seniors at Annual Event (Advisory)

Mayor Bowser to Activate the District's Cold Emergency Plan Tonight (Press Release)

Mayor Bowser Releases Age-Friendly DC 2023 Strategic Plan (Press Release)

Mayor Bowser Honors District Centenarians (Press Release)

Mayor Bowser to Honor District Centenarians (Advisory)

Mayor Bowser to Highlight the District's 2nd Annual Cupid's Kids Initiative (Advisory)

Washington, DC Picked as a Top City in Age-Friendly Policies (Press Release)

Special Event Programs:

Mayor's Annual Senior Holiday Celebration Program

Mayor's Annual Senior Holiday Celebration Flyer

Mayor's Older Americans Month Breakfast Program

Mayor's Older Americans Month Breakfast Flyer

Mayor's Annual Senior Symposium Program

Mayor's Annual Senior Symposium Flyer

Ms. Senior DC Program

Ms. Senior DC Flyer

Centenarian Salute Program

Centenarian Salute Flyer

Brain Games Competition Flyer

Outreach Event Flyers (one per DCOA initiated event, modified to reflect event specifics)

Senior Telephone Townhall Flyer

Senior Pride Event Flyer

Program Information Fact Sheets and Flyers:

DCOA Fact Sheet (also published in Spanish, Amharic, Mandarin, French, Vietnamese, and Korean)

ADRC Trifold

Caregiver Respite Program Flyer

Community Transition Program Flyer

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Community Dining Sites by Ward Flyer
Safe at Home Flyer (English and Spanish)
EPD Waiver Flyer
Fit & Well Seniors Flyer
LifeSpan Respite Flex Spending Fact Sheet
Medicaid SNAP Flyer (English and Spanish)
Saturday Respite Flyer
Citywide Money Management Program
Grandparent Caregiver Transportation Program Flyer
Ambassador Program Flyer
Volunteer Caregiver Respite Program Flyer
Senior Wellness Center Flyer (English and Spanish)
Health Insurance Counseling Project flyer
Health Insurance Counseling Project cards
Senior Transportation Options Flyer
Qualified Medicare Beneficiary Program Flyer (English, Chinese, Spanish, and Amharic)

Publications:

2019 – 2022 DCOA State Plan on Aging
EPD Waiver Self-Enrollment Packet
2023 Age-Friendly Strategic Plan

29. Please separately list each employee whose salary was \$100,000 or more in FY18 and FY19, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.

Please see Attachment Q29 – Salaries.

30. Please list in descending order the top 25 overtime earners in your agency in FY18 and FY19, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.

No DCOA staff worked overtime in FY 2018 or FY 2019 to date.

31. For FY18 and FY19, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

In FY18 and FY19, to date, DCOA has not awarded any bonuses or special award pay.

32. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and its anticipated completion.

DCOA does not have any collective bargaining agreements that are in effect for agency employees in FY18 or FY19 to date, nor is it currently in bargaining discussions.

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33. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY18 or FY19, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

A roster of current, voting Commissioners, including their Ward of residence, confirmation dates, date their term expires, follows on the table below.

In addition, please see Attachment Q33a: Attendance Record Sheets and Attachment 33b – Agendas and Minutes. Please note the Commission is on break each year during the month of August. In FY19, the December 26, 2018 Commission meeting was canceled due to the holidays.

Commission on Aging Voting Members					
<i>as of January 29, 2019 (confirmed by Mayor's Office of Talent and Appointment)</i>					
First Name	Last Name	Confirmation Dates	Term Ends	Ward	Appointing Authority
Guleford	Bobo	10/28/2016	10/27/2019	Ward 8	Mayor
John	Giacomini	06/16/2017	10/28/2019	Ward 3	Mayor
Barbara	Hair	12/14/2014	10/28/2020	Ward 8	Mayor
Charles	Hicks	07/26/2011	10/28/2019	Ward 6	Mayor
Lystra	Hinds	08/31/2018	10/28/2020	Ward 4	Mayor
Barbara	Lee	01/22/2018	10/28/2020	Ward 5	Mayor
Grace	Lewis	08/14/2013	10/28/2020	Ward 5	Mayor
Alice	Love	04/04/2018	10/27/202	Ward 6	Mayor
Carolyn	Matthews	06/22/2017	10/28/2020	Ward1	Mayor
Nancy	Miranda	08/17/2018	10/28/2019	Ward 1	Mayor
Hattie	Pierce	07/25/2018	10/28/2019	Ward 5	Mayor
Marguerite	Pridgen	12/30/2016	10/27/2020	Ward 3	Mayor
Mary	Taylor	10/17/17	10/27/2020	Ward 7	Mayor
Vacant					
Vacant					

By statute, ex officio (non-voting) members of the Commission are the Directors of the Department of Human Services (DHS), the Department of Housing and Community Development (DHCD), the Department of Recreation (DPR), the Department of Transportation (DDOT), the Department of Employment Services (DOES), the Public Library (DCPL), the Chief of the Metropolitan Police Department (MPD), and a member of the Council of the District of Columbia. Ex officio members from the Executive branch were identified in the Fall of 2016. The ex-officio member of the D.C. Council is Councilmember Anita Bonds.

District of Columbia Office on Aging (DCOA)

34. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Provide a description of whether the agency is in compliance with these requirements, and if not, why not (e.g. the purpose behind the requirement is moot, etc.).

DC Statutory/Regulatory Authority	Description	Compliance
Sections 2(2) and 2(3) of the Act. (D.C. Official Code §§2-1931(2) and 1931(3)).	Language Access Report	DCOA submits reports due every quarter and annually to OHR.
D.C. Law 1-24. District of Columbia Act on the Aging and D.C. Law 19-321, as part of District’s Budget Submission to the U.S. Congress.	Agency Performance Plan	DCOA submits reports every quarter to OCA. The Agency Performance Annual Report is submitted to Council through performance and budget oversight.
D.C. Act 16-595 the Disability Rights Protection Act of 2006. ODR is lead.	Olmstead Report	DCOA submits reports to ODR 30 days after each quarter
D.C. Act 22-130. Law L22-0033. Fiscal Year 2018 Budget Support Act of 2017. Subtitle C. Prior Budget Act. Sec. 7071. Short title. “Prior Budget Support Act Clarification Amendment Act of 21017.” And, the Fiscal Year 2016 Budget Support Act of 2015, D.C. Law 21-36;62 DCR 10905, as amended.	Council Report	DCOA submits to Council 30 days after the end 2nd and 4th Quarter of the Fiscal Year (Biannual).
D.C. Law 1-24. District of Columbia Act on the Aging	5-year plan to be reviewed annually	DCOA develops the State Plan with the advice of the Commission on Aging and the community.

DCOA is in compliance with all DC Code and Municipal Regulations.

35. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.

Each year, the DC Office on Aging staff have the opportunity to attend the National Association of Area Agencies on Aging (n4a) Annual Conference & Trade Show. This is the premier gathering of Area Agency on Aging (AAA) staff and leaders across the country to connect with colleagues and other jurisdictions, learn about new trends in the field, and get educated on critical issues

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facing the aging network. In FY18, the conference was hosted in Chicago and DCOA in collaboration with Seabury Connector was honored to present to n4a attendees on the District's enhanced independent living through innovative our transportation program for District seniors.

In addition, the agency had two staff participate in the n4a leadership institute, which is an intensive two-and-a-half-day training on leadership self-assessment, learning new ways to communicate effectively, creative problem-solving, and networking with peers and leaders from the Aging Network. The workshop was presented by Doug Krug, co-founder of Enlightened Leadership Solutions and author of *The Missing Piece in Leadership*.

DCOA's Deputy Director and Chief of Staff also attended the Administration for Community Living's Regional III/IV State Unit on Aging and Area Agencies on Aging Conference in Atlanta to receive federal requirements training and assistance from federal partners and to share ideas and solutions to issues with other state regional partners. DCOA's Deputy Director also attended a training and dialogue meeting with our federal partners in Philadelphia to discuss Older American Act programming.

In FY18, two agency staff members attended a Design Thinking and Facilitation Bootcamp. This bootcamp helped teach staff how to provide a solution-based approach to solving complex problems by understanding the human needs involved, by re-framing the problem in human-centric ways, by creating many ideas in brainstorming sessions.

Three members of DCOA's Aging and Disability Resource Center (ADRC) joined the Aging and disability I&R/A professionals at the 40th Annual AIRS I&R Training and Education Conference held in Dallas, Texas, which featured national, state and local professionals from across the country discussing initiatives and innovations in aging and disability I&R/A programs and offered a training opportunity to become AIRS certified.

DCOA also had a member of the ADRC attend the National Association of States United for Aging and Disabilities MLTSS Symposium and Spring Meeting where state aging and disability directors, Medicaid LTSS directors, federal officials, managed care organizations and other key service delivery partners shared best practices and create unique partnerships.

DCOA's Nutritionist also attended the Food and Nutrition Conference and Expo (FNCE) held in Washington, DC in October 2018. The annual meeting hosted by the Academy of Nutrition and Dietetics allows more than 10,000 registered dietitian nutritionists, nutrition science researchers, policy makers, health-care providers and industry leaders to address key nutrition issues and trends. The conference provided 18 CEUs from presentations ranging from "The Multicultural Healthy Diet for Cognition," "Muscle, Protein, Exercise and Healthy Aging," and "The Science of Modified Carbohydrate Diets and Application in the Clinic."

The agency also hosted a mandatory all-staff professional development course led by DCHR's Willair St. Vil, HR Specialist, on Communicating Non-Defensively. Managers had two required courses: Communicating Non-Defensively for Managers and Coaching with Intention.

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In addition, DCOA provided additional training and continuing education opportunities for its social work staff in FY18 as follows:

Training Subjects	Names of Trainers	Number of Agency Employees Trained	CEUs
Domestic Violence, Trauma, and Substance Abuse in the Elderly Population	Merry O'Brien, Bridgette Stumpf, Amy Mix, Curtis Prince, Sheila Jones, Bruce Points, and Tricialand Hilliard	9	6
Savvy Caregiver Program (SCP) Train-the-Trainer Workshop	Carey Wexler Sherman, Ph.D.	2	7.5
Incorporating Cultural Competency and Ethics in Practice with LGBTQ Elderly Population	Joshua Riley and D. Magrini	7	6

36. Does the agency conduct annual performance evaluations of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

Yes. DCOA conducts an annual performance evaluation of all its employees. Each manager conducts performance evaluations for his/her team to ensure each employee is meeting their job requirements. The Executive Team reviews performance evaluations before they are finalized to ensure consistency throughout the agency. The last performance evaluation was conducted at the end of FY18, per DCHR's annual requirement. Managers also hold mid-year performance conversations with each employee, as well as regular 1:1 meetings with each team member throughout the year.

Agency-specific Questions

37. Please list each new policy initiative of the agency during FY18 and FY19 to date. For each initiative please provide:

- a. A detailed description of the program;
- b. The name of the employee who is responsible for the program;
- c. The total number of FTEs assigned to the program;
- d. The amount of funding budgeted to the program.

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Initiative: Combat isolation

LGBTQ Programs

Description: In FY18, DCOA piloted new LGBTQ programming for seniors that included entertainment and socialization around a meal, peer-led support groups, and citywide events. Due to the early success of this initiative, DCOA will continue the programming in FY 2019.

Employees responsible: Jennifer Adu, Jackie Geralnick

Number of FTEs: 2

DCOA Funding: \$50K in FY18; \$150K in FY19

Initiative: Empower the Workforce

Agency-wide Outreach

Description: In FY18, four hours of community outreach per quarter was included as part of every DCOA staffer's individual performance plan. This initiative enabled the agency to participate in more outreach events across the city, and also enabled the staff to understand first-hand the importance of their role at the agency towards accomplishing its duties to seniors, people with disabilities, and caregivers.

Employees responsible: Alice Thompson, Mark Bjorge

Number of FTEs: 2

DCOA Funding: N/A

No Wrong Door Training

Description: In FY18, DCOA worked to improve internal, client, and interagency understanding of District home and community-based resource for aging in place. DCOA assisted with planning the 2nd annual interagency Front Door Summit on August 10, with the goal of improving Districtwide customer service by bringing together staff and supervisors of intake teams across all District HHS agencies. The 65 participants were from DDS, DCOA, DHCF, DBH, MOVA and DHS. The agenda included key networking opportunities; and trainings on Trauma Informed Care, and Reflective Listening at the Front Door; and a Frontline Management.

Employees responsible: Sara Tribe-Clark

Number of FTEs: 1

DCOA Funding: N/A

Initiative: Strengthen Programs, Service Coordination and Quality of Services:

Safe at Home

Description: In FY18, the Safe at Home program served more clients than in any previous Fiscal Years, largely due to adding a new grantee to improve process times and making improvements to the operations of the program. In FY18, the program made 1,031 homes safer through in-home safety adaptations and installed 617 security cameras.

Employees responsible: Ronald Flowers, Christian Barrera

Number of FTEs: 2

DCOA Funding: \$6.4M

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Senior MedExpress

Description: Starting in FY19, DCOA's Senior MedExpress essential medication transportation service provides non-emergency, life-sustaining medical transportation services for qualified seniors. Transportation is available to and from medically essential and necessary services or benefits appointments, Monday through Friday, 6am – 6pm. This program provides transportation for clients whose medical needs may prevent them from using other available transportation. Senior MedExpress is operated by the Yellow Cab Company and is grant-funded by DCOA.

Employee responsible: Asha Hamilton

Number of FTEs: 1

DCOA Funding: \$2.1M

Wards 2 & 3 Satellite Wellness

Description: In FY18, DCOA worked with the community to pilot a satellite senior wellness model in Wards 2 and 3, using community spaces to deliver the same high-quality programs found in Senior Wellness Centers, and connecting residents to the programming that currently exists. After completing a needs assessment and developing the programming, the satellite senior wellness program was officially launched in FY19.

Employee responsible: Jennifer Adu

Number of FTEs: 1

DCOA Funding: \$200K

Alzheimer's and Dementia Support Services Program

Description: In late FY18, DCOA received a federal grant award over a three-year period from ACL under the Alzheimer's and Dementia Support Services program (ADSSP). DCOA will use these grants funds to continue building an age-friendly sustainable community for residents with Alzheimer's and Dementia Related Disease, to providing services and supports for residents with ADRD, sustaining and strengthening caregivers of those with ADRD; and, increasing staff capacity across the Senior Service Network, DCOA, and sister agencies through training to better serve customers with ADRD. This program will bolster DCOA's current Alzheimer's programming to ensure more residents with ADRD live longer and safer in their own homes and communities.

Employee responsible: Kay Ann Spence

Number of Employees: 1

DCOA Funding: 650K

Initiative: Promote Living Well

Hungry Harvest, Gleaning Tables, and Share Food.

Description: In FY18, DCOA focused on increasing access to fresh fruits and vegetables and healthy foods through various public and private partnerships. Hungry Harvest delivered a box of fresh fruits and vegetables to homebound seniors. DCOA also partnered with faith-based organizations to provide gleaning tables for seniors who qualify for SNAP, and Share Food, which provides a package of fresh fruits and food items to supplement low income seniors. The agency plans to continue this program in FY19.

Employees responsible: Jackie Geralnick

Number of FTEs: 1

DCOA Funding: \$36,921

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DCOA's Senior Fit and Well Program

Description: In FY18, DCOA focused on ensuring all older adults have access to programs that promote healthy living, physical fitness, and community engagement. DCOA partnered with the YMCA's Senior Fit & Well and exercise programs at Senior Wellness Centers. Now older adults are able to attend fitness programs at sites throughout the city.

Employees responsible: Stephanie Bryant

Number of FTEs: 1

DCOA Funding: \$350K

38. Please describe any initiatives the agency implemented within FY18 and FY19 to date, to improve the internal operation of the agency, reduce waste, fraud and abuse, or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

Agency Wide Community Outreach

In FY 2018, the agency began requiring all DCOA staff at all levels to complete four hours of community outreach every quarter, which has increased the agency's ability to participate in and host regular Senior Health and Wellness Fairs at places of worship, senior apartments, recreation sites, hospitals, and the DC Jail. Other benefits of this program include more visibility for DCOA, greater interaction with DCOA's target audience, and improved employee morale. As a result, DCOA completed 207 community outreach events in FY18, an increase of 73 events over FY17.

Community State Plan Workshops

In FY 2018, DCOA held workshops in the community as it began preparing its 2019-2022 State Plan. DCOA staff and the Executive Director visited all of the Senior Wellness sites and some community dining sites and engaged participants in an interactive, small-group exercise to gain honest feedback about what DCOA's objectives and strategies should be over the next four years. Feedback from the community was used to develop actionable items that was included in the State Plan and now serves as the core of all of the agency's strategic plans. More than 1,000 comments were received from the 16 town hall meetings held in all eight wards and during the public comment period, which formed the basis of the goals and strategies in the 2019-2022 State Plan on Aging.

Mid-year Budget and Grants Reconciliation

In FY18, DCOA established an internal mid-year budget and grants expenditure reconciliation process to ensure all grant funds were successfully spent by the end of the fiscal year and were appropriately meeting the needs of the community. Through this effort, DCOA was able to create greater transparency with grantees of their burn rates and achieve operational improvements to ensure programs were appropriately tracked and funded to meet community needs. As a result, DCOA spent 98.8% of its total local budget in FY18.

Reformed Purchase Card Policy and Procedure

In FY19, DCOA reformed its Purchase Card (P-Card) policy and process to ensure accountability among managers who individual staff are P-Card holders. The p-card is a purchasing tool that allows DCOA to make low cost purchases using a government credit card. Cardholders can make individual purchases of up to \$5,000 for goods, \$2,500 for services (with restrictions.) All P-Card holders are now mandated to have approval and signature from their department manager before a purchase has been made and processed by the finance department.

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Formalization of Internal Procedures

In FY18 and 19, the agency continued to review and adapt its business processes and policies for all teams, as needed. This includes reviewing and standardizing financial processes, grant monitoring, and internal procedures for each team within the Aging and Disability Resource Center.

39. Please explain the impact on the agency of any legislation passed at the federal level during FY18 and FY19 to date.

The agency is not aware of any legislation passed at the federal level during FY18 and FY19 to date that impacts the agency.

40. Please describe the effects on the capacity of the agency due to federal budget cuts.

DCOA has not experienced any federal budget cuts in FY18 or FY19 to date.

41. Please describe any preparations by the agency in anticipation of policy and priority changes under the federal administration.

DCOA does not expect federal funding for senior services to change under the new federal administration.

42. Please describe the agency's efforts to utilize federal grants and other alternative funding sources.

DCOA continuously explores the use of different funding sources to improve and expand its service areas. DCOA closely reviews all funding source requirements to ensure compliance and that funds are appropriately allocated to address the needs of targeted populations. Some key efforts include:

- Implementing a cost allocation plan, which allows the agency to bill Medicaid for its Medicaid-related activities, resulting in additional cost-savings for the agency.
- Applying for federal grants to use more federal funding for services to District seniors. In FY18, DCOA was awarded a new Alzheimer's Dementia Support Services Program grant by the U.S. Administration on Community Living (ACL).
- In previous years, DCOA has also assisted grantees in becoming Medicaid-providers to leverage more Medicaid dollars.

43. What steps, if any, has the agency taken during FY18 and FY19 to date, to reduce the following:

- a. Space utilization
- b. Communications costs
- c. Energy use
- d. Criminal activity in and around developments

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DC Office on Aging continues to look for innovative ways to reduce space utilization, communication costs, energy cost, and criminal activity in and around developments. In FY18 the agency repurposed rooms at DCOA HQ to help accommodate staff capacity. All managers do a regular review of communications equipment assigned to their teams to ensure that DCOA is only paying necessary communications costs. In addition, the agency supplied senior wellness centers with recycling bins to reduce waste and save energy. DCOA also has forged a stronger partnership with DGS Protective Services Division and General Counsel's office to ensure our facilities are safe and secure.

44. What District legislation has yet to be implemented by the agency, if any? If legislation has not yet been implemented, please explain why.

In FY2018, The District of Columbia Department on Aging and Community Living Amendment Act of 2018 and the Senior Strategic Plan Amendment Act of 2018 were introduced and passed by Council. The purpose of the District of Columbia Department on Aging and Community Living Amendment Act of 2018 is to designate the District of Columbia Office on Aging ("DCOA") as the Department on Aging and Community Living ("Department"). The bill codifies the mission of the Department, which is further expanded to include the mission of preventing, abuse, neglect, and exploitation of older adults 60 years or older. The Senior Strategic Plan Amendment Act of 2018 requires the Office on Aging to develop a comprehensive strategic plan that will serve as a long-term blueprint for the District of Columbia's services for senior residents. The agency looks forward to implementing both pieces of legislation once they have completed the full legislative process and if funds are sufficient to implement the legislation.

45. How does the agency plan on executing a coordinated outreach plan regarding the District legislation to change the name from the District of Columbia Office on Aging to the Department on Aging and Community Living?

The DC Office on Aging (DCOA) will be bidding a contract for a comprehensive strategic plan to rebrand the agency. This will include creating a new visual identity, conducting logo testing with the target audience, establishing a style guide, creating a communications and outreach strategy. DCOA is committed to including the community in the process of selecting its new logo.

46. What has the agency done in FY18 and FY19 to date to make the activities of the agency more transparent to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

DCOA continues to engage the community on activities of the agency through the following forums:

- **Town Halls** - The DCOA Executive Director holds regular town halls at senior wellness center sites and at various other meal sites across the city. Each town hall provides participants an opportunity to discuss issues that are important to them. Last spring, DCOA held budget town halls across the city to review the proposed agency FY19 budget with the community and hear feedback as it has done in prior years.

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- **State Plan Community Workshops-** In FY18, DCOA held workshops in the community as it began preparing its State Plan 2019-2022. The State Plan is submitted to the federal Administration for Community Living as a requirement by the Older Americans Act to receive federal funding. DCOA staff and the Executive Director visited all of the Senior Wellness sites and some community dining sites, engaging participants in an interactive, small-group exercise to gain honest feedback about what DCOA's objectives should be over the next four years. Feedback from the community was used to develop actionable objectives that were included in the State Plan and now serve as the core of the agency's strategic plans over the next four years. The State Plan is available on the DCOA website, and hard copies were distributed to all Senior Wellness Sites.
- **Senior Wellness Center Budget Town Halls-** DCOA continues to require all Senior Wellness Centers to hold budget meetings with participants to review the current programming and reach consensus on any program changes for the next fiscal year. The individual budget town halls are conducted prior to the finalization of the sites budget for the next fiscal year.
- **Additional Community Forums** - DCOA also holds community forums and participates in community meetings as requested. DCOA also held a special forum in January 2018 to discuss the community vision around wellness in Wards 2 and 3. DCOA regularly participates in Commission on Aging meetings, as well as other meetings on request such as with the Senior Advisory Coalition and ANCs across the city.
- **Reporting** - DCOA reports on its operations on a regular basis. DCOA submits quarterly reports to the Council; the Aging and Disability Resource Center (ADRC) develops bi-weekly and quarterly reports to measure the successes of the Elderly and People with Physical Disabilities (EPD) Waiver and the Adult Day Health Programs (ADHP); and DCOA provides quarterly Olmstead reports.

In FY 19, DCOA will continue to work on ensuring residents know the services, activities, and programs available from DCOA and its Senior Service Network. Rebranding the agency will provide an opportunity to accomplish this by creating more visibility of the new brand, ensuring brand consistency across the network by establishing a style guide, and creating a strategic outreach plan. We will continue to work with grantees to ensure that information is consistently shared with the community.

47. Is there a regular or routine cycle of information dissemination from the office to the senior population? If so, how is it accomplished?

DCOA provides information to the senior population on a regular basis through the following outlets:

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Monthly Newsletters

Senior Beacon, Circulation of 101,000

The Informer, Circulation of 42,800

The Current Newspapers, Circulation of 100,000

DCOA E-news, Subscribers 1,883

Quarterly Radio Address

SeniorZone, WYCB and www.myspiritdc.com

Social Media

DCOA's Twitter page (@dcagingnews) is updated daily and has over 5,100 followers. In FY 18, DCOA's Twitter account had 404,800 impressions (number of times a tweet appears in a user's timeline or search result), a daily average of 1,109 impressions.

DCOA's Facebook page is updated daily and has over 1,100 followers. In FY 18, DCOA's Facebook account garnered 52,953 impressions (number of times content from the page appeared in a user's timeline or search result), a daily average of 145 impressions.

Community Outreach events

In FY 18, DCOA participated in 207 community outreach events across All Eight Wards of the city, resulting in 20,801 contacts with DC residents. Thanks to DCOA's agency-wide outreach initiative requiring all DCOA staff to engage in four hours of outreach per quarter, DCOA was able to participate in 73 more events than in FY 17.

Ambassadors

In FY 18, DCOA trained 117 additional community ambassadors and provided additional workshops to empower the ambassadors to serve as a source of information in their own neighborhoods. Workshops included: Money Smarts for Older Adults and Legal Assistance, Renter & Homeowner Rights 101.

Earned Media

In FY18, DCOA also focused on leveraging free, earned media opportunities to bring awareness to underserved populations about available programs and activities in the District, resulting in increased media coverage. In FY 18, earned media clips included the following:

- "Washington, D.C. shutdown resources," Fox5dc.com, highlighting services available for furloughed government employees, over the age of 60.
- "Aging in Place without Breaking the Bank or Compromising Your Health," The Kojō Nnamdi Show, WAMU 88.5, highlighting DCOA programs and services to enable residents to age in place.
- "Advice for Caregivers," The Daily Drum, WHUR, highlighting programs, tips, and resources for District caregivers.
- "Age is nothing but a number: Muslim woman breaks new ground in senior pageant," *The Washington Post*, highlighting the Ms. Senior DC pageant presented annually by the DC Office on Aging.

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- “Over 60 and dripping in sequins – these women refuse to be invisible,” *The Washington Post*, highlighting the Ms. Senior D.C. pageant presented annually by the DC Office on Aging.
- “D.C. Office on Aging to launch LGBT seniors dining program,” *Washington Blade*, highlighting DCOA’s launch of programs specifically for older LGBTQ seniors in the District.
- “DC’s centenarians honored at luncheon,” WUSA9, highlighting DCOA’s annual Centenarian Salute, celebration District residents 100 years of age and older.
- “DC Honors Residents 100 and Older,” NBC4, highlighting DCOA’s annual Centenarian Salute, celebration District residents 100 years of age and older.
- “50 D.C. centenarians celebrate longevity,” WJLA, highlighting DCOA’s annual Centenarian Salute, celebration District residents 100 years of age and older.
- “Despite a Panoply of Programs, D.C. Senior Citizens Still Experience Hunger,” *Washington City Paper*, highlights DCOA’s nutrition programs.

Senior Service Network

- All Senior Wellness Centers hold monthly town hall meetings with participants
- Communications are sent with home-delivered meal distributions
- Funding alerts are sent to all grantees
- Senior Wellness Center calendars are published on the DCOA website on a monthly basis and distributed to all participants at each site.

48. Please describe how the agency solicits feedback from customers.

- a. What has the agency learned from this feedback?
- b. How has the agency changed its practices as a result of this feedback?

DCOA continuously seeks opportunities to engage with seniors, and the community, and solicits feedback through:

- **Annual Surveys:** Providers in DCOA’s Senior Service Network assess customer satisfaction on an annual basis via survey evaluations, which are included in their annual reports to DCOA.
- **Senior Wellness Centers:** Senior Wellness Centers are required to hold open budget meetings to solicit feedback on program offerings from participants of the wellness center and make changes based on the feedback. This is required by all senior wellness center grantees before budgets are given final approval by DCOA.
- **Town Halls:** The DCOA Executive Director conducts town halls at senior wellness centers and other community centers across the city on a regular basis to provide Agency

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updates, budget presentations, and an opportunity for the public to provide feedback. In FY 18, the agency held 16 town hall meetings just dedicated to formulating the 2019-2022 State Plan on Aging. DCOA collected more than 1,000 comments from all eight wards of the city, which formed the basis of the State Plan.

- **Agency Wide Community Outreach:** The agency wide community outreach provides an opportunity for all staff at all levels to spend more time engaging directly with older residents in the community and hear feedback from more residents in more neighborhoods.
- **Phone/Email:** The Information & Referral/Assistance phone number, “Ask the Director” email, and “Ask ADRC” email are widely circulated in print and online media, the agency website and social media accounts, and provided at all in-person outreach events.
- **Social Media:** DCOA’s social media accounts are regularly monitored for comments and tags.

Through these feedback processes, DCOA has identified several recurring themes from the community this past year:

- Programming should be driven by the community and by customer satisfaction
- Seniors want more opportunity to engage with the community and the Office on Aging
- There is a need for more targeted outreach to underserved populations
- There is a desire for DCOA to work with other government agencies to share best practices in delivering positive customer service for seniors
- Many customers accessing senior programs, activities, and services were not aware that they were funded by DCOA

As a result of the feedback, DCOA has done the following:

- In FY18, DCOA formed a community-driven advisory committee to assess needs in Wards 2 & 3 and develop a satellite wellness pilot for the wards. In FY19, a satellite senior wellness pilot program was launched, using community spaces to deliver the same high-quality programs found in Senior Wellness Centers, and connecting residents to the programming that currently exists.
- In early FY18 DCOA formed an LGBTQ Advisory Committee made up of District residents, service providers, government representatives, older LGBTQ adults, and community advocates to advise DCOA on key issues, solutions, and ideas to better serve the needs of LGBTQ seniors in the District through programs, services, and supports. Recommendations from the committee formed the basis of DCOA’s LGBTQ programming launched in late FY18, which included citywide social activities with meals, peer-led support groups, and special events.
- In FY18, DCOA worked to improve internal, client, and interagency understanding of District home and community-based resource for aging in place. DCOA assisted with planning the 2nd annual interagency Front Door Summit on August 10, with the goal of

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improving Districtwide customer service by bringing together staff and supervisors of intake teams across all District HHS agencies. The 65 participants were from DDS, DCOA, DHCF, DBH, MOVA and DHS. The agenda included key networking opportunities; and trainings on Trauma Informed Care, and Reflective Listening at the Front Door; and a Frontline Management.

- The Agency will be working to strengthen the Agency's brand across all programs, services, and activities, ensuring that more senior District residents, adults with disabilities, and caregivers know who we are, and what we do. In FY 19, DCOA will be bidding a contract for a consultant to work with the Agency to develop a comprehensive strategic plan to create a new visual identity and conduct citywide communications outreach and engagement to ensure that our new brand is recognizable across all senior programs and reflects the work that we do at the Agency.

49. Which programs at the agency are in most need of funding?

All DCOA programs are adequately funded.

50. What has the agency done in the past year to make the activities of the agency more transparent to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

Please see response to Question 46.

51. Please explain the impact on the agency of any legislation passed at the federal level during the last year. Specify such legislation and relevant provisions if possible.

Please see response to Question 39.

52. Please identify any statutory or regulatory impediments to the agency's operations.

There have been no statutory or regulatory impediments to the agency's operations.

53. Please provide a copy of the agency's FY18 **performance accountability report**.

- a. Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY18 and which were not.
- b. For any met or completed objective, also note whether they were completed by the project completion date of the objective and/or KPI and within budget. If they were not on time or within budget, please provide an explanation.
- c. For any objective not met or completed, please provide an explanation.

Please see response to Question 24.

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54. Please provide a copy of your agency’s FY19 **performance plan** as submitted to the Office of the City Administrator. Please discuss any changes to outcomes measurements in FY18 or FY19, including the outcomes to be measured, or changes to the targets or goals of outcomes; list each specifically and explain why it was dropped, added, or changed.

Please see response to Question 25 for a copy of the agency’s FY19 Performance Plan. In FY19, DCOA has raised its targets for KPI measures where the agency has consistency met these for the last three Fiscal Years. This will allow the agency to align targets more closely to actual year-end performance. Please see table below:

KPI Measure	FY18 Target	FY19 Target	Explanation
Percent of residents working with D.C. Long-Term Care Ombudsman Program that self-report a satisfactory resolution to a complaint, concern, or problem.	80%	85%	Increased to align targets more closely to actual year-end performance.
Percent of residents working with DCOA’s Medicaid Enrollment Staff that self-report a positive experience through the Medicaid enrollment process.	80%	85%	Increased to align targets more closely to actual year-end performance.
Percent of callers looking for information and assistance that heard about DCOA services through the agency's outreach efforts.	20%	25%	Increased to align targets more closely to actual year-end performance.
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits.	75%	80%	Increased to align targets more closely to actual year-end performance.
Average annual amount DCOA saves an older adult who regularly participates in services that promote aging in place.	\$6,000	Removed	Removed to eliminate measures not reflective of agency’s performance.

55. What are your top five priorities for the agency? Please provide a detailed explanation for how the agency expects to achieve or work toward these priorities in FY19.

Combat isolation: Social isolation and loneliness have profoundly negative health impacts, similar to smoking 15+ cigarettes a day, and are more consequential than inactivity and obesity. Research links social isolation and loneliness to increased risks of developing chronic disease, increased risk of falls, increased risk for hospital readmissions, and increased risk of dementia. More than half of District residents 60+ live alone. DCOA will continue to make combating isolation a top priority for the agency through more targeted interventions through current DCOA-funded programs and exploring more creative solutions to increasing access to health, recreation, and wellness activities to more seniors in more places. DCOA will also continue with the citywide special events, such as the Mayor’s Annual Holiday Celebration, Senior Symposium, and Older American’s Month Activities.

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Promote Agency Brand: With the passage of Bill 22-0964, the “District of Columbia Department on Aging and Community Living Amendment Act of 2018,” the Agency will be undergoing a name change and will take this opportunity to strengthen the Agency’s brand across all programs, services, and activities, ensuring that more senior District residents, adults with disabilities, and caregivers know who we are, and what we do. In FY 19, DCOA will be bidding a contract for a consultant to work with the Agency to develop a comprehensive strategic plan to create a new visual identity and conduct citywide communications outreach and engagement to ensure that our new brand is recognizable across all senior programs funded by the Agency and reflects our vision and mission.

Strengthen Programs, Service Coordination and Quality of Services: Improve internal agency operations and procedures to ensure effective and efficient program monitoring and support. Continue participation in No Wrong Door initiative to increase the speed and accuracy in connecting customers with services, and to increase staff knowledge of formal and informal Long-Term Care Services and Supports. Continue to create opportunities for seniors to participate in the decision-making process and create ways to receive feedback on programs from customers. Proactively seek ways to respond to both negative and positive customer feedback through innovative program design and program adaptations as needed, starting with caregiver services, nutrition programs, and case management.

Invest wisely: Continue to evaluate current programs and create new programs while spending local dollars responsibly. Because hardworking taxpayers want to see how their lifelong investments are serving the community, DCOA will continue to operate transparently and rely on the community to drive the conversation around what is needed to make DC the best city in the world to age. Aligning programmatic goals with investments will improve customer experience, as DCOA has shown with Safe at Home.

Empower the Workforce: Cultivate a culture of innovation within DCOA. Continue to require community outreach hours from all DCOA staff to enable them to fully understand and empathize with the community we support. Promote learning opportunities and professional development at all levels. Create opportunities for all staff to engage in program and system designs.

56. What are five goals that DCOA achieved in FY18?

Increased outreach to underserved populations

DCOA piloted new LGBTQ programming for seniors that includes entertainment and socialization around a meal, peer-led support groups, and citywide events. Due to the early success of this initiative, DCOA will continue the programming in FY 2019. Additionally, in FY 2018, the agency began requiring all DCOA staff at all levels to complete four hours of community outreach every quarter, which has increased the agency’s ability to participate in and host regular Senior Health and Wellness Fairs at places of worship, senior apartments, recreation sites, hospitals, and the DC Jail. Other benefits of this program include more visibility for DCOA, greater interaction with DCOA’s target audience, and improved employee morale. As a result, DCOA completed 207 community outreach events in FY18, an increase of 73 events over FY17.

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Strengthened Safe at Home Program

In FY18 the Safe at Home program served more clients than in any previous fiscal year, largely due to adding a new grantee to improve process times and making improvements to the operations of the program. In FY18, the program made 1,031 homes safer through in-home safety adaptations and installed 617 security cameras.

Launched Wards 2 & 3 Satellite Wellness Pilot Program

In FY18 DCOA worked with the community to pilot a satellite senior wellness model in Wards 2 and 3, using community spaces to deliver the same high-quality programs found in Senior Wellness Centers, and connecting residents to the programming that currently exists. After completing a needs assessment and developing the programming, the satellite senior wellness program was officially launched in FY19.

Increased Access to Healthy Food Options

In FY18 DCOA focused on increasing access to fresh fruits and vegetables and healthy foods through various public and private partnerships. Hungry Harvest delivered a box of fresh fruits and vegetables to homebound seniors. DCOA also partnered with faith-based organizations to provide gleaning tables for seniors who qualify for SNAP, and Share Food, which provides a package of fresh fruits and food items to supplement low income seniors.

Increased funding for ADRD

In late FY18, DCOA received a federal grant award in the amount of \$650K over a three-year period from Administration for Community Living under the Alzheimer's and Dementia Support Services program. DCOA will use these grants funds to continue building an age-friendly sustainable community for residents with Alzheimer's and Dementia Related Disease, to include:

- Providing services and supports for residents with ADRD;
- Sustaining and strengthening caregivers of those with ADRD; and
- Increasing staff capacity across the Senior Service Network, DCOA, and sister agencies through training to better serve customers with ADRD.

57. What are five areas that DCOA hopes to improve upon in FY19?

Combating social isolation and loneliness: Social isolation and loneliness have profoundly negative health impacts, similar to smoking 15+ cigarettes a day, and are more consequential than inactivity and obesity. Research links social isolation and loneliness to increased risks of developing chronic disease, increased risk of falls, increased risk for hospital readmissions, and increased risk of dementia. More than half of District residents 60+ live alone. DCOA will continue to make combating isolation a top priority for the agency through more targeted interventions through current DCOA-funded programs and exploring more creative solutions to increasing access to health, recreation, and wellness activities to more seniors in more places. DCOA will also continue with the citywide special events and wellness fairs.

Ensuring Brand Consistency Across all Senior Programs: With the passage of Bill 22-0964, the "District of Columbia Department on Aging and Community Living Amendment Act of 2018," the Agency will be undergoing a name change and will take this opportunity to

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strengthen the Agency's brand across all programs, services, and activities, ensuring that more senior District residents, adults with disabilities, and caregivers know who we are, and what we do. In FY 19, DCOA will be bidding a contract for a consultant to work with the Agency to develop a comprehensive strategic plan to create a new visual identity and conduct citywide communications outreach and engagement to ensure that our new brand is recognizable across all senior programs and reflects the work that we do at the Agency.

Strengthening Programs, Service Coordination and Quality of Services: Improve internal agency operations and procedures to ensure effective and efficient program monitoring and support. Continue participation in No Wrong Door initiative to increase the speed and accuracy in connecting customers with services, and to increase staff knowledge of formal and informal Long-Term Care Services and Supports. Continue to create opportunities for seniors to participate in the decision-making process and create ways to receive feedback on programs from customers. Proactively seek ways to respond to both negative and positive customer feedback through innovative program design and program adaptations as needed, starting with caregiver services, nutrition programs, and case management.

Invest wisely: Continue to evaluate current programs and create new programs while spending local dollars responsibly. Because hardworking taxpayers want to see how their lifelong investments are serving the community, DCOA will continue to operate transparently and rely on the community to drive the conversation around what is needed to make DC the best city in the world to age. Aligning programmatic goals with investments will improve customer experience, as DCOA has shown with Safe at Home.

Empower the Workforce: Cultivate a culture of innovation within DCOA. Continue to require community outreach hours from all DCOA staff to enable them to fully understand and empathize with the community we support. Promote learning opportunities and professional development at all levels. Create opportunities for all staff to engage in program and system designs.

58. Please list the 5 biggest challenges that faced today by District seniors, and what actions DCOA has undertaken to assist seniors with these challenges.

Social isolation and Loneliness: More than half of District residents 60+ live alone. Social isolation and loneliness have profoundly negative health impacts, similar to smoking 15+ cigarettes a day, and are more consequential than inactivity and obesity. Research links social isolation and loneliness to increased risks of developing chronic disease, increased risk of falls, increased risk for hospital readmissions, and increased risk of dementia. LGBTQ older adults are twice as likely to live alone and face isolation. DCOA continues to provide programs and supports to combat social isolation, which include, but is not limited to the following:

- Launching new citywide programs for LGBTQ older adults including a meal and entertainment social program, peer-led support groups, and Pride events for seniors;
- Piloting a Satellite senior wellness model in Wards 2 and 3, using community spaces to deliver high-quality senior programs throughout the Wards
- Supporting the most vibrant, dynamic collection of senior villages in the country;
- Providing transportation to Senior Wellness Centers and senior events;

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- Funding 47 community dining sites across the District;
- Participating in more than 200 community outreach events annually;
- Hosting large-scale events such as the Mayor’s Annual Senior Holiday Celebration, Senior Symposium, Older Americans Month Breakfast, Centenarian Salute, and the Annual Senior Picnic, in conjunction with the Department of Parks and Recreation (DPR);
- Launching telephone town halls with the Deputy Mayor for Health and Human Services (DMHHS) and the Mayor’s Office of Community Relations (MOCRs) to provide an opportunity for older District residents to engage with District government agencies and community organizations from their own homes; and
- Providing more opportunities for homebound seniors to engage from home through the Cupid’s Kids initiative where DCPS students send handmade Valentine’s Day cards for home-delivered meal clients.

DCOA will continue to make combating isolation a top priority for the agency with more targeted interventions through current DCOA-funded programs and exploring creative solutions to increasing access to health, recreation, and wellness activities to more seniors in more places.

Accessing and Knowing what services are available: DCOA continues to utilize various media to promote programs and services, including publications such as the *Senior Beacon*, *The Informer*, *The Current Newspapers* and quarterly radio spots on the SeniorZone (1340am). Starting in FY18, all staff at the agency participated in at least four hours of Community Outreach each quarter, which increased the agency’s ability to participate in and host regular Senior Health and Wellness Fairs at places of worship, senior apartments, recreation sites, hospitals, and even the DC Jail. In FY 2018, DCOA participated in 206 outreach events, exceeding FY 2017 by 73 events, thanks to the support of the full Agency. Further, DCOA is expanding its Ambassador program to include ongoing community training on DCOA programs, as well as quarterly workshops covering a variety of issues that are important to seniors. Through proactive and ongoing engagement with Ambassadors, DCOA seeks to leverage these relationships to bring greater awareness to DCOA services and supports through effective word-of-mouth marketing.

With the passage of Bill 22-0964, the “District of Columbia Department on Aging and Community Living Amendment Act of 2018,” the Agency will be undergoing a name change and will take this opportunity to strengthen the Agency’s brand across all programs, services, and activities, ensuring that more senior District residents, adults with disabilities, and caregivers know who we are, and what we do. In FY 19, DCOA will be bidding a contract for a consultant to work with the Agency to develop a comprehensive strategic plan to create a new visual identity and conduct citywide communications outreach and engagement to ensure that our new brand is recognizable across all senior programs and reflects the work that we do at the Agency.

Preventing falls and other accidents: Falls among older adults are the leading cause for both fatal and nonfatal injuries and may lead to severe physical and cognitive health problems that result in extended stays in hospitals and long-term care facilities. In FY18, the Safe at Home Program completed the highest number of home preventative adaptation projects for DC seniors and people with disabilities since the start of the program at 1,031 completions. Since the start of the program in FY16 Safe at Home has made more than 2,000 homes safer for the

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District's seniors and adults with disabilities. In addition, DCOA continues to host the annual Falls Prevention Awareness Day program, providing free falls risk assessments to residents in all eight wards.

Preventing falls and other accidents continues to be a top priority for the Agency and these programs continue to be popular among residents. DCOA will continue monitoring the needs in the community and will continue providing the in-home safety adaptations through the Safe at Home program. Additionally, DCOA will continue its partnership with the Falls Free Prevention Coalition to host the 5th Annual Falls Prevention Day Program.

Care for Caregivers: Caregivers are the backbones to our communities and often the silent heroes, providing care for others above their own needs to engage in self-care. Care for the Caregiver continues to be a priority for DCOA. In FY2018, as part of the Mayor's Age-Friendly DC initiative, DCOA served as a co-chair for the Caregiving domain. As part of this city-wide effort, the District government convened residents, providers, national and state experts to identify the comprehensive needs of caregivers in the District of Columbia and recommend solutions that can address those needs. In FY2019, DCOA and the Department of Parks and Recreation will begin planning a state-of-the-art caregiver complex with a \$35 million capital investment towards rebuilding a therapeutic recreation site in Ward 7. Construction will begin in FY2020 with a planned opening in FY2022. This new complex will provide therapeutic, respite, and support services all under one roof for unpaid and family caregivers in the District. DCOA will also create more events and opportunities for unpaid and family caregivers to learn, engage, socialize, and build networks of support, through activities such as an Annual Caregiving Conference, and DC's first ever Caregiver 5k run and walk.

Digital Literacy: DCOA conducted multiple town halls early in FY18 and recognized an overwhelming theme across all eight wards—many seniors are concerned about digital literacy. As the District moves towards innovation and communication primarily through digital media such as e-mail and social media, many seniors expressed concern that they were missing out on information that other generations could access quickly and easily from their devices. Although many seniors were interested in learning how to utilize technology, many others expressed a fear that if they could not learn the technology, they would be uninformed about the issues that impact their lives. In FY 18, DCOA held the Mayor's Annual Senior Symposium: Making Technology Work for You, where residents spent the day learning about how to use various technologies such as mobile devices, Virtual Reality, online safety, and even robotics, to improve their quality of life. DCOA also partnered with ByteBack to provide computer training at Bernice Fonteneau Senior Wellness Center in FY 19.

DCOA will continue to engage more seniors both through social events throughout the District, quarterly town halls, and print news media, including its monthly newsletter published in the *Beacon*, *the Informer*, and *the Current*. DCOA has also partnered with the Deputy Mayor for Health & Human Services (DMHHS) and the Mayor's Office for Community Relations (MOCRS) on monthly senior conference calls/town halls to provide another opportunity for seniors to hear from District government on programs and services available. Additionally, DCOA continues to build its network of Ambassadors who receive training on how to engage other seniors in their community and provide information on programs and services available through District government. DCOA is looking to incorporate digital literacy training in its Ambassador program

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and will also continue to promote opportunities for seniors to engage with modern technology through partnerships with our sister agencies.

59. Please provide the following information pertaining to the Safe at Home program.

a. Total number of applications **received** in FY18 and FY19 to date, with a breakdown by Ward.

- In FY 2018 the Safe at Home (SAH) Program completed 2,100 intakes, and enrolled 1134 clients.

FY18		Number of Clients Intake completed	Number of Clients Enrolled
Ward	1	112	55
	2	30	14
	3	20	10
	4	388	196
	5	443	241
	6	178	97
	7	595	333
	8	334	188
Age	Age 18-59	164	88
	Age 60 and over	1,936	1046

- In FY 2019 to date, SAH has completed 748 intakes and enrolled 313 clients. The ward breakdown is as follows:

FY19 YTD		Number of Clients Intake completed	Number of Clients Enrolled
Ward	1	44	19
	2	22	9
	3	15	3
	4	152	65
	5	145	55
	6	76	32
	7	167	76
	8	127	54
Age	Age 18-59	63	20
	Age 60 and over	685	293

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b. Total number of applicants that were **approved** in FY18 and FY19 to date, with a breakdown by Ward.

- In FY 2018, SAH successfully completed 1,031 home adaptation client projects. The breakdown by ward is as follows:
 - Ward 1: 48
 - Ward 2: 10
 - Ward 3: 12
 - Ward 4: 184
 - Ward 5: 208
 - Ward 6: 83
 - Ward 7: 321
 - Ward 8: 165

- In FY 2019 to date, SAH has completed 263 home adaptation client projects. The breakdown by ward is as follows:
 - Ward 1: 11
 - Ward 2: 3
 - Ward 3: 0
 - Ward 4: 41
 - Ward 5: 55
 - Ward 6: 24
 - Ward 7: 80
 - Ward 8: 49

c. Please provide the age breakdown of the participants of the Safe at Home program.

SAH Program serves District residents, age 60 and over, or adults with disabilities, age 18 and over, who are homeowners or renters of a property used as a primary residence. Please see section (a) above for the age breakdown in FY18 and FY19 to date.

d. Please provide a category breakdown of the in-home adaptations completed in the homes in FY18 and FY19 to date.

The tables below present a breakdown and count of each project completed by type, from highest number to lowest.

Fiscal Year 2018

Type	# Completed in FY 2018	# of Clients Who Received this Project Type
Grab Bars	2,202	661
Railing	1,616	550
Hand Held Clamp	359	342
Hand Held Shower	342	320
Stair-Lifts	304	277

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Toilet Riser	346	270
Shower Seats/Bench	266	249
Power Lift Recliner	202	198
Toilet Handles	138	116
Power Tub Lift	80	79
Ramps	47	33
Tub Cut	57	51
Transport Wheelchair	45	43
Rollator	66	64
Bedside Commode	37	36
Scala Mobile	15	15
Furniture Risers	43	15
Walker	13	12
TOTAL	6,178*	1,031**

*October data not included due to data not reported by the grantee for that month.

**Please note that the total number of clients who received each project type is not additive on this table, as it would create duplication in the number of clients served. In FY 2018, SAH completed a total of 1,031 unduplicated client projects. This table reflects, by type, the number of clients who chose, received, and completed the type of modification and/or equipment within the 1,031 pool of clients served. Clients can receive more than one project type depending on his or her needs as determined by the Occupational Therapist Assessment and Scope of Work.

Fiscal Year 2019 to Date

Type*	# Project Types Completed Total YTD	# of Unduplicated Clients Total YTD
Grab Bars	698	210
Bed Handle	63	57
Bedside Commode	6	6
Concrete Path	9	9
Concrete Stairs	5	4
Exterior Lights	19	15
Freedom Alert	44	44
Furniture Risers	30	6
Handheld Clamp	120	116
Handheld Shower	128	123
HandyBar	2	2
Hip Kit	8	8

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Hurry Cane	27	26
Kitchen Perch Stool	18	18
Laundry Backpack	33	32
Light at the Top of Stairs	43	37
Mail Catcher	7	7
Night Light w/Batteries	73	62
Power Lift Recliner	82	82
Power Tub Lift	18	18
Railing - Exterior	259	123
Railing - Interior	283	133
Ramps	12	10
Reacher	78	71
Rollator	23	23
Scala Mobile	4	5
Shower Seats/Bench	90	88
Shower/Bath Mat	29	25
Stair Lifts	115	111
Step Stool with Handle	29	26
Toilet Handles	42	39
Toilet Riser	88	79
Transport Wheelchair	13	13
Tub Cut	21	21
Folding Hurry Cane	0	0
Toilet Paper Grab Bar	0	1
"L" Grab Bar	1	1
Comfort Height Toilet	1	26
Non-Slip Rugs	3	3
	2,590	263**

*Please note, in-home adaptation project types from FY18 to FY19 vary slightly due to improvements in data collection in FY19 to show small installed or purchased items.

**Please note that the total number of clients who received each project type is not additive on this table, as it would create duplication in the number of clients served. In FY 2019 to date, SAH has completed 263 client projects. This table reflects, by type, the number of clients who chose, received and completed the type of modification and/or equipment within the 263 pool of clients served. Clients can receive more than one project type depending on his or her needs as determined by the Occupational Therapist Assessment and Scope of Work.

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- e. Please provide the average cost per program participant in FY18 and FY19 to date.
- In FY2018, the average cost per project was \$5,507.
 - In FY2019 to date, the average cost per project has been \$5,900.
- f. Please provide the total number of requests for a private security camera system in FY18 and FY19 to date.
- In FY2018, DCOA received 1,584 referrals for Security Cameras.
 - In FY2019 to date, 293 security camera referral requests have been received.
- g. How do applicants access the Safe at Home program? How are determinations made as to eligibility? What office makes these decisions?

All applicants interested in Safe at Home call the DCOA's mainline at 202-724-5626 to do an intake with one of our Information and Assistance/Referral staff members. DCOA staff then make an immediate referral to the Safe at Home grantees. The grantees are responsible for implementing DCOA's established eligibility criteria and determine who is eligible for program services.

60. Please list the number of calls the Housing Coordinator within DCOA's ADRC received, and a breakdown of the housing requests in FY18 and FY19 to date.

Since FY17, DCOA's Housing Coordinator supports DCOA's Community Transition Team in identifying housing and navigating DCHA's housing application process for low income DC residents with multiple complex health conditions who often need home modifications prior to a safe nursing facility discharge. The majority of these clients are Medicaid Elderly and Persons with Physical Disabilities (EPD) Waiver beneficiaries and require a period of intense coordination of service and supports, including housing identification, application and inspection, prior to discharge.

The Housing Coordinator also develops partnerships with potential landlords and hosts housing roundtables to discuss the specific needs of people seeking to transition from nursing homes back to the community with landlords and interested community organizations.

61. How many clients were provided services in FY18 and FY19 to date, and how many clients are in the District yet do not utilize the services of DCOA?

According to projections provided by U.S. Census Bureau's 2015 American Community Survey, the District was home to 108,229 seniors (60 years and above) in 2015.

DCOA's Senior Service Network served 14,111 clients in FY18 and approximately 10,873 clients in the first quarter of FY19. The Aging and Disability Resource Center (ADRC) served 2,879

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clients in FY18 and 673 clients in the first quarter of FY19, as well as receiving 24,408 calls in FY18 and 7,516 calls in the first quarter of FY19.

Additionally, many seniors participated in DCOA’s events throughout the year, including DCOA’s signature events such as the Mayor’s Annual Symposium (633 in FY18), Mayor’s Annual Holiday Celebration (estimated at approximately 3,000 in FY18 and 3,600 in FY19), and Older American’s Month Breakfast (308 in FY18).

DCOA hosted or participated in 207 outreach events across the city in FY18 and 58 in FY19, to date.

62. Please provide utilization for various services (i.e. congregate meals, case management, etc.) for DCOA-funded program areas overall, then broken down by each provider.

Please see Attachment Q62a – FY18 Service Units by Service.

Please see Attachment Q62b – FY19 to Date Service Unit by Service.

The following data reflects the number of clients served under each ADRC program in FY18 and FY 19:

FY 18	Number Served
Community Transitions	298
Information and Referral/Assistance	24,408
Medicaid Enrollment: EPD Waiver	2,437
Adult Day Health Program	144

FY 19, Q1	Number Served
Community Transitions	94*
Information and Referral/Assistance	7,516
Medicaid Enrollment: EPD Waiver	568
Adult Day Health Program	11

*This number is the number of new referrals and/or cases in Q1 FY19, not including ongoing cases.

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63. How many home meals were provided in FY18 and FY19 to date?

a. Provide the number of home-delivered meals with a breakdown by Ward.

Home-Delivered Meals Served		
Ward	FY18	FY19 to date
1	53,873	16244
2	59,796	16953
3	44,359	11581
4	82,682	22771
5	119,602	32754
6	75,180	20860
7	199,412	47,679
8	129,517	27,362
Total	764,421	196,204

b. How many seniors are enrolled in the home-delivered meal program? Please provide a breakdown by Ward. How does this count compare to the number of requests received? How does this count compare to the official census of elderly residents by Ward?

Home-Delivered Meals Clients Served		
Ward	FY18	FY19 to date
1	348	271
2	381	259
3	195	170
4	387	290
5	479	418
6	394	284
7	857	666
8	448	329
Total	3,489	2687

DCOA uses a priority scale for its nutrition programs that was developed by nutritionists in the Senior Service Network and approved by DCOA. Each lead agency controls a specific number of slots for home-delivered meals for that Ward and can allocate them how they choose. In FY18, DCOA expanded the number of slots to make sure the highest priority clients were receiving meals. DCOA continues in FY19 to work with each lead agency to make sure the highest priority clients are served through the program. Each lead agency has a different enrollment process for its DCOA-funded programs, but each lead agency knows that if it assesses individual need using the priority scale, DCOA will work with the lead agency to ensure the highest priority seniors are enrolled in the program, even if all of the lead agency slots are being used.

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The home-delivered meal program is not intended to serve every senior in the District of Columbia. This program targets primarily home-bound seniors and/or seniors with high nutrition/hunger risk who would not otherwise be able to afford and/or access a meal.

- c. Provide the number of congregate meals with a breakdown by Ward.

Congregate Meals Served		
Ward	FY18	FY19 to date
1	45,091	10654
2	51,440	14312
3	7,897	1964
4	36,042	9566
5	85,741	22044
6	36,454	7781
7	30,491	8,214
8	41,017	10,489
Total	334,173	85,024

- d. Provide the list of congregate meal sites by Ward.

Please see Attachment Q63D – Agency Sites by Ward.

64. How many clients received transportation services in FY18 and FY19 to date?

- a. Provide a breakdown of transportation services by Ward and the general reason for transportation (i.e. medical, recreational, etc.)

FY18	Ward 1		Ward 2		Ward 3		Ward 4	
	Trips	Client	Trips	Client	Trips	Client	Trips	Client
Medical Trips	6086	230	1868	82	2273	79	8474	244
Trans & Activities	26652	318	7482	129	7132	88	27940	277
Day Care Trips	6272	25	1092	4	2588	14	9036	30
Wellness Trips	13135	43	1856	8	1656	4	12374	48
Group Trips	7247	298	4534	124	2888	74	6530	249
Total trips	59392	914	16832	347	16537	259	64354	848

FY18	Ward 5		Ward 6		Ward 7		Ward 8	
	Trips	Client	Trips	Client	Trips	Client	Trips	Client
Medical Trips	11967	362	6837	202	10806	387	8059	307
Trans & Activities	29216	323	11746	229	33819	245	24064	252
Day Care Trips	9598	31	1157	4	886	3	860	2

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Wellness Trips	12014	48	5180	25	24049	105	14618	79
Group Trips	7604	282	5409	220	8884	203	8582	220
Total trips	70399	1046	30329	680	78444	943	56183	860

FY19 to date	Ward 1		Ward 2		Ward 3		Ward 4	
	Trips	Client	Trips	Client	Trips	Client	Trips	Client
Medical Trips	1190	81	347	33	554	44	2056	133
Trans & Activities	6757	187	2071	92	1949	58	7274	168
Day Care Trips	1807	15	493	5	954	9	3134	32
Wellness Trips	4842	39	686	5	593	5	4037	36
Group Trips	2499	167	1584	90	1104	45	2137	130
Total trips	17095	489	5181	225	5154	161	18638	499

FY19 to date	Ward 5		Ward 6		Ward 7		Ward 8	
	Trips	Client	Trips	Client	Trips	Client	Trips	Client
Medical Trips	2584	191	1508	128	2398	197	2155	173
Trans & Activities	8044	248	2770	158	9577	214	7839	202
Day Care Trips	3457	25	408	3	272	2	170	1
Wellness Trips	4327	49	1813	22	9397	88	5348	71
Group Trips	3000	204	1427	150	3112	196	4514	168
Total trips	21412	717	7926	461	24756	697	20026	615

District of Columbia Office on Aging (DCOA)

65. Please provide a list of services that each Lead Agency provides by Ward. Please include the number of times each service has been provided in each Ward.

FY18 Service Units by Lead Agency/Ward								
SERVICES	1	2	3	4	5	6	7	8
CareGiver Case Management	218	56		221	468	17	53	21
Case Management	2,033	2,180	3,072	2,039	3,727	2,040	3,028	3,036
Comprehensive Assessment	537	382	186	553	733	166	775	473
Congregate Meals - Weekdays	44,895	51,384	7,854	35,945	85,488	36,065	28,392	38,517
Congregate Meals -Weekend	181	48	43	93	222	339	2,033	1,999
Counseling	14,581	20,400	3,158	20,916	7,937	8,963	8,150	10,167
Extended Geriatric Day Care	13			3	5	166	971	342
Geniatric Day Care	7,268	2,863	2,562	10,815	15,081	1,432	10,363	2,882
Health Promotion	21,802	43,250	5,376	20,066	59,181	15,366	23,321	14,595
Home Delivered Meals - Weekdays	45,248	41,322	33,295	64,526	86,390	63,582	169,098	98,640
Home Delivered Meals - Weekend	8,625	18,474	11,064	18,157	33,335	11,598	30,181	30,872
Nutrition Counseling	614	404	449	486	1,869	400	595	846
Recreation/ Socialization	56,759	53,849	10,952	50,745	116,895	61,096	56,700	59,867
Transportation and Escort	6,086	1868	2,273	8,473	11,967	6,839	10,798	8,059
Transportation to Activities	26,652	7,482	7,132	27,940	29,216	11,746	33,819	24,064
FY19 YTD Service Units by Lead Agency/Ward								
SERVICES	1	2	3	4	5	6	7	8
CareGiver Case Management	111	47		118	95	10	11	18
Case Management	777	841	966	520	980	991	1,175	690
Comprehensive Assessment	136	108	29	138	293	24	199	99
Congregate Meals	10,497	13,792	1,943	9,394	21,930	7,657	7,699	10,038
Weekend Meals (Congregate)	37	8	13	8	62	66	471	431
Counseling	7,208	4,304	905	6,363	2,392	1,840	2,689	3,665
Extended Geriatric Day Care						2	194	40
Geniatric Day Care	1,527	249	303	3,006	4,033	615	1,906	387
Health Promotion	7,156	12,659	1,374	4,773	16,365	3,904	6,217	4,263
Home Delivered Meals – Weekdays	12,082	11,204	8,743	17,414	24,125	15,283	40,936	19,804
Home Delivered Meals – Weekend	2,600	5,230	2,816	4,897	8,586	2,899	6,714	7,558
Nutrition Counseling	156	101	97	149	93	100	38	237
Recreation/ Socialization	21,474	14,639	2,505	14,301	28,301	13,689	16,107	17,758
Transportation and Escort	1,190	347	554	2,056	2,584	1,508	2,398	2,154
Transportation to Activities	8,813	2,697	2,575	9,063	10,383	3,550	12,393	9,738

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66. Please include the quarterly scorecards for grantees for their services that were conducted in FY18.

Please see Attachment Q66 – Grantee Quarterly Scorecards in FY18.

67. Has DCOA undergone any changes in distribution of funding to its grantees from FY18 to FY19?

DCOA has undergone changes in FY18 and FY19 in distribution of funds to grantees. In FY18, the agency competed its senior transportation grant, which is comprised of four different service areas. The agency awarded grants to Yellow Cab Company of DC to transport its non-emergency medical population and Seabury Connector for DCOA's Connector Card Program, transportation to sites and activities, and delivery of home delivered meals. In addition, Seabury Resources for the Aging won the competitive process to operate Model Cities Senior Wellness Center in Ward 5. The agency also distributed funds to 12 villages (five more villages than in FY18), which are administered and managed by the Foggy Bottom West-End Village, as decided by its fellow villages. Last, the agency brought the Health Insurance Counseling Program in-house to DCOA as the grantee decided it no longer wanted to operate the grant. HICP was formally with George Washington University.

68. Has DCOA made any improvements to its grants processes in FY18?

DCOA's grant process follows the guidelines in DCRM Chapter 50, OMB and DCOA Grants Policy Manual.

In FY18, DCOA established an internal mid-year budget and grants expenditure reconciliation process to ensure all grant funds were successfully spent by the end of the fiscal year and were appropriately meeting the needs of the community. Through this effort, DCOA was able to create greater transparency with grantees of their burn rates and achieve operational improvements to ensure programs were appropriately tracked and funded to meet community needs. As a result, DCOA spent 98.8 percent of its total local budget in FY18.

In FY18, DCOA prepared for the implementation of a new electronic invoicing (e-invoicing) process to standardize invoice processing across its grantees and improve the payment process for vendors doing business with the agency. All DCOA vendors (e.g., grantees and contractors) are now required to submit FY19 invoices electronically through the DC Vendor Portal. Benefits include:

- Timely vendor payments;
- Automated, real-time invoice tracking; and,
- The ability for vendors to access payment information (i.e., what payments have been made and due dates for future payments).

This effort was accomplished with guidance from the Office of the Chief Technology Officer (OCTO) who developed training materials, including tutorial videos available online. DCOA coordinated in-person training for all vendors to ensure a smooth transition.

District of Columbia Office on Aging (DCOA)

69. Please give a detailed description of each senior village including:

a. Updated status of the village;

Senior villages are independent, nonprofit, community-based organizations. Because senior villages are distinct entities, DCOA does not have knowledge of each village’s status as organizations.

b. Description of programs carried out at each village;

DCOA does not have access to each organization’s operational and programmatic capabilities. In general, senior villages provide in-home support services and other community-based activities necessary to age in place. Services may include: transportation, friendly home visits, help with shopping, help running errands, household maintenance and cleaning, fitness activities, social outings, and assistance during a doctor visit. In FY18 and FY19 to date, DCOA has provided funds to the villages to support staff and volunteer development, village expansion into underserved wards, and the creation of innovative and creative programming.

c. Operating budget of each village; and

Villages are financially independent from the government. DCOA does not have access to each organization’s accounting records.

In FY18, DCOA allocated \$300,000 in competitive funding to seven Senior Villages:

Village Name	FY18 Budget	Description
Capitol Hill Village	\$40,735.42	Intergenerational programming – intergenerational community project and intergenerational tech training.
Cleveland & Woodley Park Village	\$42,030	Training for village staff in grant prospecting, grant writing, and marketing the Village to funders.
DuPont Circle Village	\$24,065	Training and Support –Trainings in cultural competency; working with seniors experiencing depression, anxiety, or cognitive impairment (will address resistance, barriers to social engagement).
East Rock Creek Village	\$48,926.50	Training and Support - Program assessment and trainings in assessment tools, interview techniques, networking and accessing services offered by Lead Agencies, Federal Agencies, and other senior service providers.
Foggy Bottom West End Village	\$71,071.08	Innovative Programming - Online video education library for seniors living in social isolation.
Iona Senior Services	\$12,040	Innovative Programming – Take Charge/Age Well Programming for LGBTQ Seniors.
Kingdom Care Senior Village	\$61,132	Expanding services to seniors in ward 8, continuing village establishment.

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In FY19, DCOA has allocated \$303,000 to fund 12 villages (five more villages than in FY18), each receiving an equitable amount of \$23,500. The grant is administered and managed by the Foggy Bottom West-End Village, as decided by its fellow villages.

Village Name	FY19 Budget	Description
Capitol Hill Village	\$23,500	Strengthen volunteer protocols, training and oversight. Recruit more volunteers and create volunteer teams that are self-organizing and directed around particular projects. Document the impact of volunteers by recording their hours work, Increase the number and variety and expand impact of its health and wellness programs. Develop a peer-to-peer learning and attendance program to increase turnout, accountability and follow on practices by older adults Provide wellness resources on the web and through handouts to older adults as prelude or follow up to activities.
Cleveland & Woodley Park Village	\$23,500	Increase diversity and inclusiveness of the village through subsidized and supported dues initiative. Increase volunteer pool to expand services, implement new village information system to be used by the village network. Provide health and wellness programs and appropriate referrals for successful short-term crisis prevention.
DuPont Circle Village	\$23,500	Implement a health care navigation program and develop a medical database for members. Provide educational programs around self sufficiency for seniors with physical challenges and mobility challenges.
East Rock Creek Village	\$23,500	Learn from other DC villages regarding their engagement of a social worker to provide geriatric care management services. Work with communities of ethnic diversity to recruit new members. Increase engagement in services and goods for seniors. Strengthen Village Infrastructure.
Foggy Bottom West End Village	\$23,500*	Track and document care services provided to members and their effect on the quality of life of the seniors. Provide education and training programs to members and volunteers on the effects of aging and isolation. Engage seniors, business, and volunteers to increase services and benefits that the village can provide.
Georgetown Village	\$23,500	Provide educational lecture series to all members of D.C senior villages to increase socialization and community involvement. Provide opportunities for creative expression to decrease anxiety and depression. Outreach to lower income seniors within the

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		Georgetown area to diversify the member pool. Update member handbook.
Glover Park Village	\$23,500	Provide Geriatric care management. Engage members that have not utilized village services to determine level of need and connect with and identify vulnerable service recipients. Continue to develop partnership with Iona. Help make the village more diverse and inclusive through recruitment and outreach activities.
Palisades Village	\$23,500	Create social and educational programs to engage community members, including low income members. Offer Care management services to provide information and guidance on health- related issues to members. Offer aging-related trainings to staff, and volunteer. Offer Programs and Assistive Devices for those that live alone. Increase / improve seniors' connections to personal and health care services.
Kingdom Care Senior Village	\$23,500**	Conduct workshops, trainings to provide information and equip seniors with access to additional services and resources. Provide social activities cultural outings recreational trips, social events or activities events. Open the pantry for member shopping. Conduct membership drives to increase membership and volunteer pool. Launch the Quilting Club and Writing Therapy Series. Incorporate art into spiritual healing and emotional growth Conduct trainings through the Kingdom Technology Academy.
Mount Pleasant Village	\$23,500	Research and assess population and member needs to improve design of services and member engagement. Enhance Website to increase member communication and engagement.
Northwest Neighbors Village	\$23,500	Offered weekly classes to promote physical fitness and social engagement. Implement a new database system that allows for coordination of volunteer services, management of member participation and website management. Conduct social events, educational programming and specialized volunteer trainings. Provide short-term professional assistance during periods of crisis or life transition.
Waterfront Village	\$23,500	Combat social isolation, strengthen community relationships and enhance collaboration among D.C. Villages. Improve nutrition among members through a weekly grocery shuttle program. Improve the quality of support the Village provides to its most vulnerable members. Ease the burden of friends and family members involved with frail Members' participation. Increase gender, income, and ethnic diversity to better reflect the larger community

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*Foggy Bottom has received an additional \$21,970 to administer the grant and to coordinate all Villages' DCOA's programming and financial reporting.

**Kingdom Care Senior Village received an additional \$35,343 to continue with its development of a village east of the river through a partnership with East River Family Strengthening Collaborative, the lead agency for Ward 8.

- d. Biggest challenge that each village faces.

From DCOA's perspective, many villages share a common challenge in creating organizational capacity to generate revenue, as well as collaborating effectively among villages throughout the District. To help increase collaboration and greater coordination among all currently funded villages, Foggy Bottom West End Village was selected as the administrator of the grant in FY19 by the 12 participating villages. Foggy Bottom is responsible for improving communications and creating greater coordination of services.

I. Commission on Aging

The DC Office on Aging referred questions 70 through 83 to the DC Commission on Aging.

Recommendations:including

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

KEY:

Service Category	Question	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			In each employee file and electronically as well.
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			Recruitment through Indeed, universities. There is one vacancy as reported in the CURT reports for Outreach Coordinator.
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			Quarterly and during staff meetings, the last one was performed on 2/14/2018.
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff,	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services	1			Secured in Executive Directors office
Personnel	12	Is the up-to-date organization chart available?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	14	Were the accounting records readily available?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	17	Are participants' contributions recorded and expended for the program?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	21	Were written procurement policies and procedures readily available?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	23	Were files maintained for all purchases?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?			1	Finance will conduct this through fiduciary agent - IONA Senior Services.
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			Employee folder
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			Updated
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			

Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			DTC Board of Directors will be holding a meeting to further discuss this.
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			Administrative office
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?	1			Metro police does presentations
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			8	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			Annual Update
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Annual Update
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			Average number of 40-60 volunteers come into the center on a monthly basis, however, 16 OT volunteers came in today from Howard University.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			The volunteers come from different areas of the country, ex. Youth Works.
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			

General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service	51	Are programs and activities planned as well-rounded activities	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			CSTARS, no issues to report.
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	Not a participant but will look into this.
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			DTC employees are their own ambassadors through staff presentations in the community.
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			18	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			As needed and during care plans.
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:	1			
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			
			14	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			

Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			Semi-annually
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:	-	-	-	-
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Geriatric Day Care	1	Is a preliminary plan of care developed for each new participant within five (5) working days after enrollment?	1			
Geriatric Day Care	2	Is a final plan of care (incorporating therapy plans) completed for each new participant within fifteen (15) working days after enrollment?	1			
Geriatric Day Care	3	Are participant needs reassessed every six (6) months or more frequently, with revisions made in the plan of care as necessary?	1			
Geriatric Day Care	4	Is the geriatric day care center caseload reviewed whenever a vacancy arises (or more frequently) to ensure that participants are being served in priority order?	1			
Geriatric Day Care	5	Are requests for admission reviewed and are intake processes completed for each individual?	1			
Geriatric Day Care	6	Is a comprehensive assessment of the participant's social circumstances, economic condition, medical history, and physical status conducted?	1			
Geriatric Day Care	7	Is testing (and retesting as necessary) and evaluating specific functional limitations provided?	1			
Geriatric Day Care	8	Are supportive counseling, family counseling and group psychotherapy provided as necessary?	1			
Geriatric Day Care	9	Is such personal care and supervision as required by the plan of care, including therapy, drug supervision, injections, and other services provided? Are medical or nursing services provided by a qualified and licensed professional?	1			
Geriatric Day Care	10	Do clients receive a complete mid-day meal? (see congregate meals definition for specifics)	1			
Geriatric Day Care	11	Are social, recreational, physical, or other activities and therapies provided as part of the plan of care?	1			
Geriatric Day Care	12	Is transportation to the geriatric day care facility in the morning and transportation to the participant's home in the evening, provided and arranged as necessary?	1			
Geriatric Day Care	13	Are participants referred to a physician or medical facility for needed specialized health care or treatment?	1			
Geriatric Day Care	14	Are limited telephone reassurance and friendly visits to participants who are unable to come to the geriatric day care facility for a temporary period provided?	1			
Geriatric Day Care	15	Are other supportive services and activities as needed by the participant to carry out the plan of care including, but not limited to, outreach, emergency shopping, serving snacks, arranging and supervising field trips, advocacy, health education, exercise, adapted sports, and working with family and friends of the participant to see that time away from the geriatric day care facility contributes to the plan of care provided?	1			
Geriatric Day Care	16	Does the program provide nursing care or other medical services by non-licensed persons as prohibited by the service standards?	1			

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			Daily - calendar of activities. Grant monitor was given a sample and it looks very nice.
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
			6	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			No waiting list currently.
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			

Site Visit Notes:

Finding: See report.
Recommendations: See report.
Corrective Actions Planned: See report.

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	#DIV/0!	0	0	0
Administration And Reports	100%	4	0	4
Facility	100%	8	0	8
General Service Delivery	100%	20	0	20
Case Management	100%	15	0	15
Comprehensive Assessment	100%	9	0	9
Counseling	100%	12	0	12
Geriatric Day Care	100%	6	0	6
Health Promotion	100%	6	0	6
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	3			
Total Site Visit Score	103%	92	0	92

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Downtown Cluster's
 Grant Title: Geriatric Day Care Center
 Grantee Address: 926 11th Street, NW
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 770538
 Local/District Grant Amount: 726662
 Federal Grant Amount: 43876

Date of visit: 2/26/2018 - Q2
 Total Score for the visit: 0 / 100
 Grantee #: DTC006-18
 PO#: 575676

*Prerequisite: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice M1 CURT (page 40) Q & Y (page 59) Audit	January				February				March			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	February 15, 2018	February 15, 2018	February 15, 2018	0	March 15, 2018	March 13, 2018	March 13, 2018	-2	April 16, 2018	April 11, 2018	April 11, 2018	-5
	February 20, 2018	February 14, 2018	February 15, 2018	-5	March 20, 2018	March 14, 2018	March 15, 2018	-5	April 20, 2018	April 11, 2018	April 19, 2018	-1
	February 28, 2018	February 28, 2018	February 28, 2018	0	March 30, 2018	March 30, 2018	March 30, 2018	0	April 30, 2018	April 30, 2018	April 30, 2018	0
									April 20, 2018	April 26, 2018	April 26, 2018	6
									March 30, 2018	March 30, 2018	March 30, 2018	0

Finance and Budget Management:

Local/District Funds	January			February			March			QUARTER 2				
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate			
Personnel	\$445,023.00	\$217,192.07	48.8%	\$34,263.72	\$313,205.52	7.7%	\$34,586.17	\$278,619.35	7.8%	\$50,788.42	\$227,830.93	11.4%	\$119,638.31	9.0%
Travel	\$150.00	\$0.00	0.0%	\$0.00	\$150.00	0.0%	\$0.00	\$150.00	0.0%	\$0.00	\$150.00	0.0%	\$0.00	0.0%
Occupancy	\$113,368.00	\$56,634.00	50.0%	\$9,439.00	\$75,612.00	8.3%	\$9,439.00	\$66,173.00	8.3%	\$9,439.00	\$56,734.00	8.3%	\$28,317.00	8.3%
Communication	\$5,500.00	\$2,660.03	48.4%	\$0.00	\$4,874.82	0.0%	\$1,550.66	\$3,324.16	28.2%	\$484.19	\$2,839.97	8.8%	\$2,034.85	12.3%
Supplies/Equipments	\$10,500.00	\$3,287.47	31.3%	\$373.00	\$10,127.00	3.0%	\$2,194.68	\$7,932.32	20.9%	\$719.79	\$7,212.53	6.9%	\$3,287.47	10.4%
Other Direct	\$66,410.00	\$25,248.45	38.0%	\$3,373.65	\$52,392.57	5.1%	\$4,038.65	\$48,353.92	6.1%	\$7,192.37	\$41,161.55	10.8%	\$14,604.67	7.3%
Indirect/ Overhead	\$129,587.00	\$65,670.07	50.7%	\$11,485.10	\$87,306.49	8.9%	\$10,885.17	\$76,421.32	8.4%	\$12,504.39	\$63,916.93	9.6%	\$34,874.66	9.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Total	\$ 770,538.00	\$370,692.09	48.1%	\$ 58,934.47	\$543,668.40	7.6%	\$ 62,694.33	\$480,974.07	8.1%	\$ 81,128.16	\$399,845.91	10.5%	\$ 202,756.96	8.8%

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Extended Day Care Title-III B	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Extended Day Care Title-III E	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Total	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	0.0%	\$ -	\$0.00	0.0%	\$ -	\$0.00	0.0%	\$ -	0.0%

Program and Performance Progress:

Performance Objective	January			February			March			QUARTER 2				
	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate			
Geriatric Day Care	34,000	19,640	58%	3,091	20,420	9.1%	2,921	17,499	8.6%	3,139	14,361	9.2%	9,150	9.0%
Health Promotion	12	11	92%	2	3	12.5%	2	2	12.5%	1	1	4.2%	4	9.7%
Counseling	20	9	45%	1	19	5.0%	4	16	17.5%	5	11	22.5%	9	15.0%
Case Management	18	7	36%	0	18	0.0%	3	16	13.9%	4	12	22.2%	7	12.0%
Comprehensive Assessment	12	2	17%	0	12	0.0%	0	12	0.0%	2	10	16.7%	2	5.6%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress:
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

Assigned Weight	Raw Score (Points)	
Reporting	20	-1
Budget & Finance	30	18.23%
Program Progress	30	0.0%

Average Day Reports submitted past due date
 Average Burn Rate
 Average Progress Rate

Total Score (Points): 0 / 80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: <u>Downtown Cluster's</u>	Grant Period: <u>FY18: 10/1/17 - 9/30/18</u>	Date of visit: <u>7/18/2018 - Q2</u>
Grant Title: <u>Geriatric Day Care Center</u>	Total Grant Amount: <u>726662</u>	Total Score for the visit: <u>0 / 100</u>
Grantee Address: <u>926 11th Street, NW</u>	Local/District Grant Amount: <u>726662</u>	Grantee #: <u>DTC006-18</u>
Grant Monitor Name: <u>Jennifer Adu</u>	Federal Grant Amount: <u>43876</u>	PCO#: <u>575676</u>

*Provide Form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice	April				May				June			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
M1	May 15, 2018	May 15, 2018	May 15, 2018	0	June 15, 2018	June 14, 2018	June 14, 2018	-1	July 13, 2018	July 13, 2018	July 13, 2018	0
CURT (page 40)	May 18, 2018	May 14, 2018	May 20, 2018	-3	June 20, 2018	June 14, 2018	June 18, 2018	-2	July 20, 2018	July 13, 2018	July 17, 2018	-3
Q & Y (page 59)	May 31, 2018	May 31, 2018	May 31, 2018	0	June 29, 2018	June 29, 2018	June 29, 2018	0	July 31, 2018	August 1, 2018	August 1, 2018	1
									July 20, 2018	July 27, 2018	July 27, 2018	7

Finance and Budget Management:

Local/District Funds	April				May				June				QUARTER 3	
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$45,023.00	\$35,052.00	75.7%	\$38,728.87	\$189,102.06	8.7%	\$37,822.48	\$131,279.58	8.5%	\$41,308.58	\$109,971.00	9.3%	\$117,859.93	8.8%
Travel	\$150.00	\$0.00	0.0%	\$0.00	\$150.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$150.00	0.0%		0.0%
Occupancy	\$113,368.00	\$84,991.00	75.0%	\$9,439.00	\$47,295.00	8.3%	\$9,459.00	\$37,836.00	8.3%	\$9,459.00	\$28,377.00	8.3%	\$28,357.00	8.3%
Communication	\$5,500.00	\$4,039.99	73.4%	\$454.07	\$2,385.90	8.3%	\$464.74	\$1,921.16	8.4%	\$460.85	\$1,440.31	8.4%	\$1,379.66	8.4%
Supplies/Equipments	\$10,500.00	\$7,664.12	73.0%	\$1,997.82	\$5,314.11	19.0%	\$1,628.72	\$3,585.99	15.5%	\$750.71	\$2,835.28	7.1%	\$4,377.25	13.9%
Other Direct	\$66,410.00	\$39,740.46	59.8%	\$4,673.65	\$36,487.90	7.0%	\$4,739.15	\$31,748.73	7.1%	\$5,079.21	\$26,669.54	7.6%	\$14,492.01	7.3%
Indirect Overhead	\$129,587.00	\$99,735.71	0.0%	\$11,299.44	\$52,617.49	8.7%	\$11,208.80	\$41,408.69	8.6%	\$11,557.40	\$29,851.79	8.9%	\$34,065.64	8.8%
	\$770,538.00	\$571,223.58	74.1%	\$66,592.85	\$333,253.06	8.6%	\$65,322.89	\$267,930.17	8.6%	\$68,615.75	\$199,314.42	8.9%	\$200,531.49	8.7%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Extended Day Care Title-III-B	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Extended Day Care Title-III-B	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Total	\$770,538.00	\$571,223.58	35.1%	\$66,592.85	\$333,253.06	11.7%	\$65,322.89	\$267,930.17	11.4%	\$68,615.75	\$199,314.42	12.0%	\$200,531.49	11.7%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Geriatric Day Care	14,000	29,094	86%	3,039	11,322	8.9%	3,321	8,001	9.8%	3,095	4,966	9.1%	9,455	9.3%
Health Promotion	12	24	196%	2	1	12.5%	2	2	12.5%	10	12	79.2%	13	34.7%
Counseling	20	15	73%	3	8	15.0%	1	8	2.5%	0	8	0.0%	4	5.8%
Case Management	18	15	83%	2	10	11.1%	5	5	25.0%	2	3	11.1%	9	15.7%
Comprehensive Assessment	12	18	150%	10	0	83.3%	6	-6	50.0%	0	-6	0.0%	16	44.4%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress:
Findings:	Findings:	Findings:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	Average Day Reports submitted past due date
Budget & Finance	30%	30	Average Burn Rate
Program Progress	30%	0	Average Progress Rate

Total Score (Points): **0** / 80

Final Notes: Please write your overall evaluation of the site visit

KEY:	REPORTING		BUDGET		PROGRAM	
	Average days past due	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.2%)	Average rate of obtaining objective/	Score (1 point = 0.2%)
0	0	8.33%	30	8.33%	30	8.33%
1	19	8.05	29	8.05	29	8.05
2	18	7.77	28	7.77	28	7.77
3	17	7.50	27	7.50	27	7.50
4	16	7.22	26	7.22	26	7.22
5	15	6.94	25	6.94	25	6.94
6	14	6.66	24	6.66	24	6.66
7	13	6.39	23	6.39	23	6.39
8	12	6.11	22	6.11	22	6.11
9	11	5.83	21	5.83	21	5.83
10	10	5.55	20	5.55	20	5.55
11	9	5.28	19	5.28	19	5.28
12	8	5.00	18	5.00	18	5.00
13	7	4.72	17	4.72	17	4.72
14	6	4.44	16	4.44	16	4.44
15	5	4.17	15	4.17	15	4.17
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Downtown Cluster's
 Grant Title: Geriatric Day Care Center
 Grantee Address: 926 11th Street, NW
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 770538
 Local/District Grant Amount: 726662
 Federal Grant Amount: 43876

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: DTC006-18
 PO#: 575676

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice M1 CURT (page 40) Q & Y (page 59)	July				August				September			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	August 15, 2018	August 13, 2018	August 13, 2018	-2	September 14, 2018	September 13, 2018	September 13, 2018	-1	October 10, 2018	October 10, 2018	October 10, 2018	0
	August 21, 2018	August 13, 2018	August 14, 2018	-7	September 20, 2018	September 13, 2018	September 14, 2018	-6	October 12, 2018	October 10, 2018	October 11, 2018	-1
	August 31, 2018	August 31, 2018	August 31, 2018	0	September 28, 2018	October 1, 2018	October 1, 2018	3	October 10, 2018	October 10, 2018	October 10, 2018	0
									October 10, 2018	October 10, 2018	October 10, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$445,023.00	\$444,335.16	99.8%	\$50,227.53	\$59,743.47	11.3%	\$33,393.72	\$26,349.75	7.5%	\$25,661.91	\$687.84	5.8%	\$109,283.16	8.2%
Travel	\$150.00	\$0.00	0.0%	\$0.00	\$150.00	0.0%	\$0.00	\$150.00	0.0%	\$0.00	\$150.00	0.0%	\$0.00	0.0%
Occupancy	\$113,368.00	\$113,368.00	100.0%	\$9,459.00	\$18,918.00	8.3%	\$9,488.00	\$9,430.00	8.4%	\$9,430.00	\$0.00	8.3%	\$28,377.00	8.3%
Communication	\$5,500.00	\$5,500.00	100.0%	\$519.76	\$940.55	9.5%	\$478.55	\$462.00	8.7%	\$462.00	\$0.00	8.4%	\$1,460.31	8.9%
Supplies/Equipments	\$10,500.00	\$10,422.50	99.3%	\$836.72	\$1,998.56	8.0%	\$1,186.06	\$812.50	11.3%	\$735.00	\$77.50	7.0%	\$2,757.78	8.8%
Other Direct	\$66,410.00	\$73,971.40	111.4%	\$11,356.38	\$15,313.16	17.1%	\$14,770.73	\$542.43	22.2%	\$8,103.83	-\$7,561.40	12.2%	\$34,230.94	17.2%
Indirect/ Overhead	\$129,587.00	\$122,950.93	0.0%	\$12,449.30	\$17,401.99	9.6%	\$10,765.92	\$6,636.07	8.3%	\$0.00	\$6,636.07	0.0%	\$23,215.22	6.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	
	\$770,538.00	\$770,547.99	100.0%	\$84,848.69	\$37,289.71	11.0%	\$70,082.98	\$0.00	9.1%	\$44,392.74	-\$9.99	5.8%	\$199,324.41	8.6%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Extended Day Care Title-III B	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Extended Day Care Title-III E	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	
\$	-	\$0.00	0.0%	\$-	\$0.00	0.0%	\$-	\$0.00	0.0%	\$-	\$0.00	0.0%	\$-	0.0%
Total	\$770,538.00	\$770,547.99	100.0%	\$84,848.69	\$37,289.71	11.0%	\$70,082.98	\$0.00	9.1%	\$44,392.74	-\$9.99	5.8%	\$199,324.41	8.6%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Geriatric Day Care	34,000	38,332	113%	2,996	21,812	8.8%	3,413	18,399	10.0%	2,829	15,570	8.3%	9,238	9.1%
Health Promotion	12	27	221%	1	-1	8.3%	2	-2	12.5%	1	-3	4.2%	3	8.3%
Counseling	20	21	103%	3	8	12.5%	1	8	2.5%	3	5	15.0%	6	10.0%
Case Management	18	26	144%	3	10	13.9%	3	7	16.7%	6	1	30.6%	11	20.4%
Comprehensive Assessment	12	22	183%	2	0	16.7%	0	0	0.0%	2	-2	16.7%	4	11.1%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
		Corrective Action Planned:
Corrective Actions Planned:	Recommendations:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	-1	Average Day Reports submitted past due date
Budget & Finance	30%	30	8.62%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): /100

Final Notes: Please write your overall evaluation of the site visit

Findings:

KEY:	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20	
1	19	8.05	29	8.05	29	98%	19	
2	18	7.77	28	7.77	28	96%	18	
3	17	7.50	27	7.50	27	94%	17	
4	16	7.22	26	7.22	26	92%	16	
5	15	6.94	25	6.94	25	90%	15	
6	14	6.66	24	6.66	24	88%	14	
7	13	6.39	23	6.39	23	86%	13	
8	12	6.11	22	6.11	22	84%	12	
9	11	5.83	21	5.83	21	82%	11	
10	10	5.55	20	5.55	20	80%	10	
11	9	5.28	19	5.28	19	78%	9	
12	8	5.00	18	5.00	18	76%	8	
13	7	4.72	17	4.72	17	74%	7	
14	6	4.44	16	4.44	16	72%	6	
15	5	4.17	15	4.17	15	70%	5	
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0	

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2017**

Grantee Name: East River Family Strengthening Collaborative
 Grant Title: Ward 8 Lead Agency
 Grantee Address: _____
 Grant Monitor Name: Jackie Gernalick

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: _____
 Local/District Grant Amount: _____
 Federal Grant Amount: _____

Date of visit: 3/1/2018
 Total Score for the visit: 43 / 100
 Grantee # _____
 PO# _____

Presrite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

MI
 CURT (page 40)
 Q & Y (page 59)

October				November				December			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
November 20, 2017	November 17, 2017	December 4, 2017	14	December 20, 2017	December 18, 2017	December 21, 2017	1	January 20, 2018	December 27, 2017	February 26, 2018	37
November 30, 2017	February 28, 2018	February 28, 2018	90	December 30, 2017	February 28, 2018	February 28, 2018	60	January 29, 2018	February 28, 2018	February 28, 2018	30
								January 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$687,632.36	15.9%	\$17,669.42	\$669,962.94	2.6%	\$35,078.50	\$634,884.44	5.1%	\$56,926.78	\$577,957.66	8.3%	\$109,674.70	5.3%
Travel	\$900.00	0.0%	\$900.00	\$900.00	0.0%	\$900.00	\$900.00	0.0%	\$0.00	\$900.00	0.0%	\$0.00	0.0%
Occupancy	\$74,180.00	0.0%	\$0.00	\$74,180.00	0.0%	\$0.00	\$74,180.00	0.0%	\$0.00	\$74,180.00	0.0%	\$0.00	0.0%
Communications	\$8,680.00	0.0%	\$0.00	\$8,680.00	0.0%	\$0.00	\$8,680.00	0.0%	\$0.00	\$8,680.00	0.0%	\$0.00	0.0%
Supplies/Equipment	\$14,600.00	0.0%	\$0.00	\$14,600.00	0.0%	\$0.00	\$14,600.00	0.0%	\$0.00	\$14,600.00	0.0%	\$0.00	0.0%
Other Direct	\$128,290.41	2.7%	\$0.00	\$128,290.41	0.0%	\$0.00	\$128,290.41	0.0%	\$3,451.41	\$124,839.00	2.7%	\$3,451.41	0.9%
Indirect	\$68,763.23	15.9%	\$1,766.94	\$66,996.29	2.6%	\$3,507.85	\$63,488.44	5.1%	\$5,692.67	\$57,795.77	8.3%	\$10,967.46	5.3%
			#DIV/0!	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
			#DIV/0!	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
			#DIV/0!	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
			#DIV/0!	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
			#DIV/0!	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
Total	\$983,046.00	0.12623737	\$19,436.36	\$963,609.64	2.0%	\$38,586.35	\$925,023.29	3.9%	\$66,070.86	\$858,952.43	6.7%	\$124,093.57	4.2%

Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IIIB	\$89,981.00	0.0%		\$89,981.00			\$89,981.00			\$89,981.00			
Title IIIE	\$42,801.00	0.0%		\$42,801.00			\$42,801.00			\$42,801.00			
			#DIV/0!	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
			#DIV/0!	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
Total	\$132,782.00	0	\$0.00	\$132,782.00	0.0%	\$0.00	\$132,782.00	0.0%	\$0.00	\$132,782.00	0.0%	\$0.00	0.0%

Total	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Total	\$1,115,828.00	11.12%	\$19,436.36	\$1,096,391.64	1.7%	\$38,586.35	\$1,057,805.29	3.5%	\$66,070.86	\$991,734.43	5.9%	\$124,093.57	3.7%

Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Congregate Meals Weekday	28,800 29.8%	3,045	25,755	10.6%	2,749	23,006	9.5%	2,796	20,210	9.7%	8,590	9.9%
Counseling	9,000 16.0%	646	8,355	7.2%	487	7,868	5.4%	310	7,559	3.4%	1,442	5.3%
Health Promotions	27,322 7.1%	538	26,784	2.0%	1,163	25,621	4.3%	247	25,374	0.9%	1,948	2.4%
Nutrition Counseling	730 15.3%	26	704	3.6%	24	680	3.3%	62	618	8.5%	112	5.1%
Nutrition Education	1,608 27.9%	167	1,441	10.4%	78	1,363	4.9%	204	1,159	12.7%	449	9.3%
Recreation & Socialization	48,900 17.7%	2,740	46,160	5.6%	2,791	43,370	5.7%	3,146	40,223	6.4%	8,677	5.9%
Comprehensive Assessment	410 7.3%	0	410	0.0%	6	405	1.3%	25	380	6.0%	30	2.4%
Case Management	3,453 8.8%	127	3,327	3.7%	63	3,264	1.8%	115	3,149	3.3%	304	2.9%
Home Delivered Meals Weekday	51,000 50.7%	7,898	43,102	15.5%	8,108	34,994	15.9%	9,828	25,166	19.3%	25,834	16.9%
Home Delivered Meals WeekEnd	16,640 34.8%	2,165	14,475	13.0%	1,866	12,609	11.2%	1,757	10,852	10.6%	5,788	11.6%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

No CURTS have been received YTD; no unit reports have been received YTD; no Qs and Ys have been received YTD

Revised budget is not completed

5 month vacancy for project director; several more positions vacant (DHH, social worker)

Burn rate is very low- no supplies, travel, communications costs (provided occupancy in January)

DHH- no site manager, new location?

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding: CURTS are outstanding, none received YTD	Finding: Burn rate is low, no invoices submitted with costs for travel, occupancy, communications, and supplies	Finding: units low for health promotion and comprehensive assessments
Deficiencies: CURTS must be submitted monthly with financial and performance data	Deficiencies:	Deficiencies: health promotion and comprehensive assessments units are below the expected burn rate by this time

Corrective Actions Planned: Prior months CURTS should be submitted ASAP and all reports moving forward should be submitted by the 30th of the month	Corrective Actions Planned: project director says these costs have been incurred but not yet submitted to DCOA for reimbursement, should submit with next invoices	Corrective Actions Planned: only 1 social YTD so comp assessments should increase once the other 2 are hired; sites will focus more on health promotion
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Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	0	24
Budget & Finance	30%	0	3.71%
Program Progress	30%	24	6.7%
Site Visit	20%	19	99%

Average Day Reports submitted past due date
Average Burn Rate
Average Progress Rate
Total Site Visit Score

Total Score (Points): 43 /100

Final Notes: Please write your overall evaluation of the site visit

Programs are in place and providing adequate services, but many position are vacant, including social worker and project manager. The level of services provided meet the expected burn rate for most services; East River should focus on the services that lag behind. Intakes were checked at site visit; all 5 audited were updated.

Average days past due date	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)	
0	20	8.33%	30	8.33%	30	100%	20	
1	19	8.05	29	8.05	29	98%	19	
2	18	7.77	28	7.77	28	96%	18	
3	17	7.50	27	7.50	27	94%	17	
4	16	7.22	26	7.22	26	92%	16	
5	15	6.94	25	6.94	25	90%	15	
6	14	6.66	24	6.66	24	88%	14	
7	13	6.39	23	6.39	23	86%	13	
8	12	6.11	22	6.11	22	84%	12	
9	11	5.83	21	5.83	21	82%	11	
10	10	5.55	20	5.55	20	80%	10	
11	9	5.28	19	5.28	19	78%	9	
12	8	5.00	18	5.00	18	76%	8	
13	7	4.72	17	4.72	17	74%	7	
14	6	4.44	16	4.44	16	72%	6	
15	5	4.17	15	4.17	15	70%	5	
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0	

KEY:

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?		1		
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?		1		
			10	2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?			1	
Financial	14	Were the accounting records readily available?			1	
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?			1	
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	
Financial	17	Are participants' contributions recorded and expended for the program?			1	
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?			1	
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	

Financial	21	Were written procurement policies and procedures readily available?			1	
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	
Financial	23	Were files maintained for all purchases?			1	
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			7	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			

General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the coment section.	1			
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			18	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			

Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			
			13	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			

Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?			1	

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?			1	
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?			1	
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			20	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?		1		
			5	1		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?	1			
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;	1			
Home Delivered Meals	123	Are arrangements made for delivery of meals?	1			
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?	1			
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?			1	
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?			1	
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?	1			
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?	1			
			2	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:				
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?		1		nutrition supplements
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

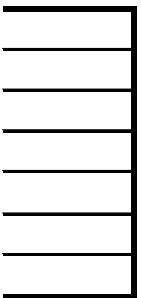
Site Visit: *Please complete the following during a site visit*

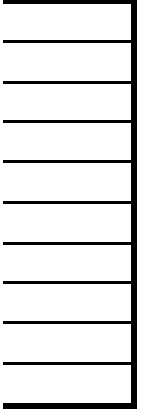
Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

Sit

Finding: There were no findings
Deficiencies: No deficiencies
Corrective Actions Planned:

	Score	Compliance
Personnel	83%	10
Financial	#DIV/0!	0
Administration And Reports	100%	4
Facility	100%	7
General Service Delivery	95%	19
Case Management	100%	14
Comprehensive Assessment	100%	9
Congregate Meal	100%	21
Counseling	100%	12
Health Promotion	83%	5
Home Delivered Meals	100%	4
Recreation Socialization	100%	5
Weekend Home Delivered Meals	100%	3
Nutrition Counseling	100%	6
Nutrition Education	100%	4
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	3	
Total Site Visit Score	99%	123





**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2016**

Grantee Name: East River Family Strengthening Collaborative
 Grant Title: Ward 8 Lead Agency
 Grantee Address: 0
 Grant Monitor Name: Jackie Geralnick

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 0
 Local/District Grant Amount: 0
 Federal Grant Amount: 0

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 0

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

M1
 CURT (page 40)
 Q & Y (page 59)
 Audit

January				February				March			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 19, 2018				March 21, 2018				April 20, 2018			
February 26, 2018	March 16, 2018	March 16, 2018	18	March 30, 2018	May 3, 2018	May 3, 2018	34	April 29, 2018	June 4, 2018	June 4, 2018	36
								April 20, 2018			
								April 29, 2018			

Finance and Budget Management:

Local/District Funds	January			February			March			QUARTER 2	
	FY16 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$687,632.36	\$109,674.70	15.9%		\$577,957.66			\$577,957.66			
Travel	\$900.00	\$0.00	0.0%		\$900.00			\$900.00			
Occupancy	\$74,180.00	\$0.00	0.0%		\$74,180.00			\$74,180.00			
Communications	\$8,680.00	\$0.00	0.0%		\$8,680.00			\$8,680.00			
Supplies/Equipment	\$14,600.00	\$0.00	0.0%		\$14,600.00			\$14,600.00			
Other Direct	\$128,290.41	\$3,451.41	2.7%		\$124,839.00			\$124,839.00			
Indirect	\$68,763.23	\$10,967.46	15.9%		\$57,795.77			\$57,795.77			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			
	\$ 983,046.00	\$124,093.57	0.0%	\$ -	\$858,952.43	0.0%	\$ -	\$858,952.43	0.0%	\$ -	0.0%

Federal Funds	FY16 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IIIB	\$89,981.00	\$0.00	0.0%		\$89,981.00			\$89,981.00						
Title IIIE	\$42,801.00	\$0.00	0.0%		\$42,801.00			\$42,801.00						
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00						
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00						
	\$132,782.00	\$0.00	0.0%	\$ -	\$132,782.00	0.0%	\$ -	\$132,782.00	0.0%	\$ -	\$132,782.00	0.0%	\$ -	0.0%

Total	\$1,115,828.00	\$124,093.57	0	\$0.00	\$991,734.43	0.0%	\$0.00	\$991,734.43	0.0%	\$0.00	\$991,734.43	0.0%	\$0.00	0.0%
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Program and Performance Progress:

Performance Objective	January			February			March			QUARTER 2				
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Average Progress Rate			
Congregate Meals Weekday	28,800	16,657	58%	2,239	17,971	7.8%	2,779	15,192	9.6%	3,049	12,143	10.6%	8,067	9.3%
Counseling	9,000	3,947	44%	1,033	6,526	11.5%	513	6,013	5.7%	960	5,053	10.7%	2,506	9.3%
Health Promotions	27,322	3,062	11%	374	25,000	1.4%	356	24,644	1.3%	384	24,260	1.4%	1,114	1.4%
Nutrition Counseling	730	286	39%	62	556	8.5%	55	501	7.5%	57	444	7.8%	174	7.9%
Nutrition Education	1,608	951	59%	143	1,016	8.9%	183	833	11.4%	176	657	10.9%	502	10.4%
Recreation & Socialization	10,577	17,724	168%	3,127	-1,227	29.6%	3,133	-4,360	29.6%	2,788	-7,147	26.4%	9,048	28.5%
Comprehensive Assessment	410	182	44%	50	331	12.1%	33	298	8.0%	70	228	17.0%	152	12.4%
Case Management	3,453	987	29%	266	2,883	7.7%	136	2,747	3.9%	281	2,467	8.1%	683	6.6%
Home Delivered Meals Weekday	51,000	50,379	99%	9,322	15,844	18.3%	6,539	9,305	12.8%	8,684	621	17.0%	24,545	16.0%

List of issues to address during the site visit: *list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.*

<i>Site Visit Notes on Compliance with Reporting Requirements:</i>	<i>Site Visit Notes on Finance and Budget Management:</i>	<i>Site Visit Notes on Program and Performance Progress</i>
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	5	15	Average Day Reports submitted past due date
Budget & Finance	30%	0	0.00%	Average Burn Rate
Program Progress	30%	30	11.3%	Average Progress Rate

Total Score (Points): 35 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: East River Family Strengthening Collaborativ
 Grant Title: Ward 8 Lead Agency
 Grantee Address: 0
 Grant Monitor Name: Jackie Geralnick

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$ -
 Local/District Grant Amount: \$ -
 Federal Grant Amount: \$ -

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 0

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

M1
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 20, 2018				June 20, 2018				July 20, 2018			
May 21, 2018	June 14, 2018	June 14, 2018	24	June 30, 2018	July 12, 2018	July 12, 2018	12	July 29, 2018	August 20, 2018	August 20, 2018	22
								July 20, 2018			

Finance and Budget Management:

Local/District Funds	FY16 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3		
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Personnel	\$687,632.36	\$109,674.70	15.9%		\$577,957.66			\$577,957.66			\$577,957.66				
Travel	\$900.00	\$0.00	0.0%		\$900.00			\$900.00			\$900.00				
Occupancy	\$74,180.00	\$0.00	0.0%		\$74,180.00			\$74,180.00			\$74,180.00				
Communications	\$8,680.00	\$0.00	0.0%		\$8,680.00			\$8,680.00			\$8,680.00				
Supplies/Equipment	\$14,600.00	\$0.00	0.0%		\$14,600.00			\$14,600.00			\$14,600.00				
Other Direct	\$128,290.41	\$3,451.41	2.7%		\$124,839.00			\$124,839.00			\$124,839.00				
Indirect	\$68,763.23	\$10,967.46	15.9%		\$57,795.77			\$57,795.77			\$57,795.77				
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00				
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00				
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00				
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00				
	\$983,046.00	\$124,093.57	12.6%	\$0.00	\$858,952.43	0.0%	\$0.00	\$858,952.43	0.0%	\$0.00	\$858,952.43	0.0%	\$0.00	0.0%	

Federal Funds	FY16 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IIIE	\$42,801.00	\$0.00	0.0%		\$42,801.00			\$42,801.00			\$42,801.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
	\$132,782.00	\$0.00	0.0%	\$ -	\$132,782.00	0.0%	\$ -	\$132,782.00	0.0%	\$ -	\$132,782.00	0.0%	\$ -	0.0%

Total	\$1,115,828.00	\$124,093.57	0.0%	\$0.00	\$991,734.43	0.0%	\$0.00	\$991,734.43	0.0%	\$0.00	\$991,734.43	0.0%	\$0.00	0.0%
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Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Congregate Meals Weekday	28,800	49,725	173%	3,045	9,098	10.6%	3,314	5,784	11.5%	26,709	-20,925	92.7%	33,068	38.3%
Counseling	9,000	5,784	64%	347	4,707	3.9%	982	3,725	10.9%	509	3,216	5.7%	1,837	6.8%
Health Promotions	27,322	5,984	22%	1,009	23,251	3.7%	1,163	22,089	4.3%	751	21,338	2.7%	2,922	3.6%
Nutrition Counseling	730	654	90%	71	373	9.7%	166	208	22.7%	131	77	17.9%	368	16.8%
Nutrition Education	1,608	1,645	102%	304	353	18.9%	156	197	9.7%	234	-37	14.6%	694	14.4%
Recreation & Socialization	10,577	29,564	280%	2,955	-10,102	27.9%	5,296	-15,398	50.1%	3,589	-18,987	33.9%	11,840	37.3%
Comprehensive Assessment	410	631	154%	51	178	12.3%	57	121	13.9%	342	-221	83.3%	449	36.5%
Case Management	3,453	3,464	100%	322	2,145	9.3%	300	1,846	8.7%	1,856	-11	53.8%	2,477	23.9%
Home Delivered Meals Weekday	51,000	74,483	146%	7,914	-7,293	15.5%	8,602	-15,895	16.9%	7,588	-23,483	14.9%	24,104	15.8%

List of issues to address during the site visit: *list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.*

<i>Site Visit Notes on Compliance with Reporting Requirements:</i>	<i>Site Visit Notes on Finance and Budget Management:</i>	<i>Site Visit Notes on Program and Performance Progress</i>
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	12	8	Average Day Reports submitted past due date
Budget & Finance	30%	0	0.00%	Average Burn Rate
Program Progress	30%	30	21.5%	Average Progress Rate

Total Score (Points): 42 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: East River Family Strengthening Collaborativ
 Grant Title: Ward 8 Lead Agency
 Grantee Address: 0
 Grant Monitor Name: Jackie Geralnick

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$ -
 Local/District Grant Amount: \$ -
 Federal Grant Amount: \$ -

Date of visit: N/A
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 0

Presite form: Please fill in data each month while processinging M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
M1
CURT (page 40)
Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018				September 15, 2018				October 14, 2018			
August 19, 2018				September 20, 2018				October 20, 2018		October 11, 2018	-9
August 30, 2018	August 31, 2018	August 31, 2018	1	September 30, 2018				October 31, 2018			
								October 20, 2018			

Finance and Budget Management:

Local/District Funds	July			August			September			QUARTER 4				
	FY16 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate			
Personnel	\$687,632.36	\$109,674.70	15.9%		\$577,957.66			\$577,957.66		\$577,957.66				
Travel	\$900.00	\$0.00	0.0%		\$900.00			\$900.00		\$900.00				
Occupancy	\$74,180.00	\$0.00	0.0%		\$74,180.00			\$74,180.00		\$74,180.00				
Communications	\$8,680.00	\$0.00	0.0%		\$8,680.00			\$8,680.00		\$8,680.00				
Supplies/Equipment	\$14,600.00	\$0.00	0.0%		\$14,600.00			\$14,600.00		\$14,600.00				
Other Direct	\$128,290.41	\$3,451.41	2.7%		\$124,839.00			\$124,839.00		\$124,839.00				
Indirect	\$68,763.23	\$10,967.46	15.9%		\$57,795.77			\$57,795.77		\$57,795.77				
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00		\$0.00				
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00		\$0.00				
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00		\$0.00				
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00		\$0.00				
	\$983,046.00	\$124,093.57	12.6%	\$0.00	\$858,952.43	0.0%	\$0.00	\$858,952.43	0.0%	\$0.00	0.0%			
Federal Funds	FY16 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IIIB	\$89,981.00	\$18,791.39	20.9%		\$89,981.00			\$89,981.00		\$18,791.39	\$71,189.61	20.9%	\$18,791.39	20.9%
Title IIIE	\$42,801.00	\$6,875.64	16.1%		\$42,801.00			\$42,801.00		\$6,875.64	\$35,925.36	16.1%	\$6,875.64	16.1%
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00		\$0.00	\$0.00		\$0.00	
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00		\$0.00	\$0.00		\$0.00	
	\$132,782.00	\$25,667.03	19.3%	\$-	\$132,782.00	0.0%	\$-	\$132,782.00	0.0%	\$25,667.03	\$107,114.97	19.3%	\$25,667.03	6.4%
Total	\$1,115,828.00	\$149,760.60	17.1%	\$0.00	\$991,734.43	0.0%	\$0.00	\$991,734.43	0.0%	\$25,667.03	\$966,067.40	17.1%	\$25,667.03	5.7%

Program and Performance Progress:

Performance Objective	July			August			September			QUARTER 4	
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Average Progress Rate
Congregate Meals Weekday	28,800	184%	3,249	17,688	11.3%		17,688		3,249	17,688	11.3%
Counseling	9,000	69%	434	-4,367	4.8%		-4,367		434	-4,367	4.8%
Health Promotions	27,322	25%	947	20,898	3.5%		20,898		947	20,898	3.5%
Nutrition Counseling	730	100%	76	-1,836	10.4%		-1,836		76	-1,836	10.4%
Nutrition Education	1,608	114%	194	106	12.1%		106		194	106	12.1%
Recreation & Socialization	10,577	315%	3,722	-14,481	35.2%		-14,481		3,722	-14,481	35.2%
Comprehensive Assessment	410	164%	43	-8,911	10.5%		-8,911		43	-8,911	10.5%
Case Management	3,453	108%	252	12	7.3%		12		252	12	7.3%
Home Delivered Meals Weekday	51,000	162%	7,952	-5,905	15.6%		-5,905		7,952	-5,905	15.6%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

<i>Site Visit Notes on Compliance with Reporting Requirements:</i>	<i>Site Visit Notes on Finance and Budget Management:</i>	<i>Site Visit Notes on Program and Performance Progress</i>
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	-4
Budget & Finance	30%	20	5.71%
Program Progress	30%	30	12.3%
Site Visit	20%	#DIV/0!	#DIV/0!

Average Day Reports submitted past due date
Average Burn Rate
Average Progress Rate
Total Site Visit Score

Total Score (Points): #DIV/0! /100

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				

Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				

General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the coment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				

Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				

Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:				
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Extremely satisfied</th> <th style="width: 50%; text-align: center;">Moderately satisfied</th> </tr> </thead> <tbody> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Extremely satisfied</th> <th style="width: 50%; text-align: center;">Moderately satisfied</th> </tr> </thead> <tbody> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain: No Waiting list	
How long will it take to enroll those on the list:	

Si

Finding: There were no findings
Deficiencies:
Corrective Actions Planned:

N

	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Case Management	#DIV/0!	0
Comprehensive Assessment	#DIV/0!	0
Congregate Meal	#DIV/0!	0
Counseling	#DIV/0!	0
Health Promotion	#DIV/0!	0
Home Delivered Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Weekend Home Delivered Meals	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	#DIV/0!	0

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

Slightly
satisfiedNot at all
satisfied

COMMENTS

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

Slightly
satisfiedNot at all
satisfied

COMMENTS

Please describe your outreach efforts

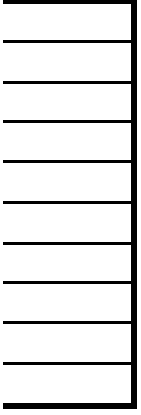
Programs are encourage to make references for cases they are unable to take on because of capacity to other service centers or organizations in the senior network and the citywide services

ite Visit Notes:

No deficiencies

Non-Compliance	TOTAL Questions
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0

ake
or



Total Score (Points): 74 /100

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			Yes they have a policy manual
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistency with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			Recruitment is done through jubilee jobs and church bulletin.
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			Yes, their current staffing pattern matches their budget plan
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			Yes their personnel files are in a locked cabinet.
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			Yes the staff certifications are on the wall but not in the personnel file.
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			Yes, staff go through a background check.
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			Yes Dr. Kalu has her license.
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?				Yes they have an updated organizational chart
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			The
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			Yes they are meeting their match
Financial	17	Are participants' contributions recorded and expended for the program?	1			Yes they are recorded monthly and accurately.
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			They have documentation available however it is out dated.
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			Yes their auditor is licensed.
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			
Financial	21	Were written procurement policies and procedures readily available?	1			
Financial	22	Did it state clear specifications on request for bids and/or competition process?	1			
Financial	23	Were files maintained for all purchases?	1			
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			Yes, they have a personal manual
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Yes they have system for their Programmatic and administrative services however they need a written procedure
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			Yes their facilities are clean, they have their cabinets with confidential information, and they have a ramp for those persons with disabilities can access the building
Facility	30	Is there adequate space for conducting program activities?	1			Yes they have enough space for programs and activities
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			Yes all policies are properly displayed.
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			Yes they have their employees sign an agreement to their policies including being drug-free zone.
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			Yes in the manual they have an emergency preparedness plan.
			7	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			Yes DCOA logos on are on all of their printed and electronic information.
General Service Delivery	38	Universal Client intakes are complete, including information on A/DLs, ethnicity and poverty status on all clients receiving services?	1			Yes however they need to update some of the intakes
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			Yes they keep their records in a locked cabinet.
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			Yes they keep record of participants contributions.
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			Yes they provide various and engaging programming.
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			Yes they do.
General Service Delivery	53	Is organization receiving positive scores on Grade DC?	1			N/A
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			Yes they respond to request in a timely manner.
			19	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?	1			
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?	1			

Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?	1			
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Is there evidence that the older population in the area supports the center by participating, volunteering, or helping to sponsor the center? Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			25	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	104	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	105	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	106	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	107	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	108	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Wellness: Health Promotion	109	Are orientations conducted to ensure that potential enrollees are briefed on the program and scheduled activities?	1			
Wellness: Health Promotion	110	Is a customized Wellness: Health Promotion plan developed for each new participant at the time of enrollment using Enhanced Fitness Assessment Tool or some other appropriate tool that alerts participants to issues and identifies problematic areas within their wellness system?	1			
Wellness: Health Promotion	111	Are core classes, seminars, workshops, and screenings in physical fitness, nutrition, and health dialogues developed using factual, culturally sensitive, and interactive methodologies?	1			

Wellness: Health Promotion	112	Are support group sessions conducted as scheduled or requested?	1			
Wellness: Health Promotion	113	Are individual consultations made available to participants as needed?	1			
Wellness: Health Promotion	114	Is there a structured forum, conducted as a part of client education, available for family and friends to learn about the aging process?	1			
Wellness: Health Promotion	115	Are intergenerational activities available that support better understanding of youth and senior citizens?	1			
Wellness: Health Promotion	116	Does the agency participate in outreach such as community days, health fairs, and other community-oriented activities?	1			
Wellness: Health Promotion	117	Is there evidence that the program is providing unlicensed medical services or psychotherapy as prohibited by the Service Standards?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	118	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	119	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling	120	In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	1	-	-	-
Nutrition Counseling	121	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	122	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	123	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	124	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	125	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	126	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

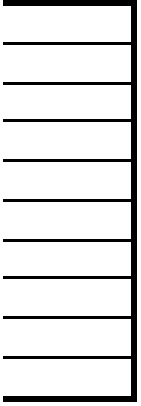
Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	127	Are there waiting lists for agency services?	1			
General Service Delivery	128	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Congregate Meal	129	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Recreation Socialization	130	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Nutrition Counseling	132	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	133	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

Corrective Actions Planned:

	Score	Compliance
Personnel	100%	5
Financial	100%	4
Administration And Reports	100%	4
Facility	100%	5
General Service Delivery	100%	3
Congregate Meals	#DIV/0!	
Recreation Socialization	100%	4
Wellness: Health Promotion	100%	4
Nutrition Counseling	#DIV/0!	
Nutrition Education	#DIV/0!	
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good		
Total Site Visit Score	0%	

ite Visit Notes:

Non-Compliance	TOTAL Questions
0	5
0	4
0	4
0	5
0	3
0	0
0	4
0	4
0	0
0	0
0	29



<i>Site Visit Notes on Compliance with Reporting Requirements:</i>	<i>Site Visit Notes on Finance and Budget Management:</i>	<i>Site Visit Notes on Program and Performance Progress</i>
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	13	7	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	30	13.5%	Average Progress Rate

Total Score (Points): 73 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

<i>Site Visit Notes on Compliance with Reporting Requirements:</i>		<i>Site Visit Notes on Finance and Budget Management:</i>		<i>Site Visit Notes on Program and Performance Progress</i>	
Finding:		Finding:		Finding:	
Deficiencies:		Deficiencies:		Deficiencies:	
Corrective Actions Planned:		Corrective Actions Planned:		Corrective Actions Planned:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	19	1	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	30	13.9%	Average Progress Rate

Total Score (Points): 79 /80

Final Notes: Please write your overall evaluation of the site visit

KEY:	REPORTING		BUDGET		PROGRAM	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
	0	20	8.33%	30	8.33%	30
	1	19	8.05	29	8.05	29
	2	18	7.77	28	7.77	28
	3	17	7.50	27	7.50	27
	4	16	7.22	26	7.22	26
	5	15	6.94	25	6.94	25
	6	14	6.66	24	6.66	24
	7	13	6.39	23	6.39	23
	8	12	6.11	22	6.11	22
	9	11	5.83	21	5.83	21
	10	10	5.55	20	5.55	20
	11	9	5.28	19	5.28	19
	12	8	5.00	18	5.00	18
	13	7	4.72	17	4.72	17
	14	6	4.44	16	4.44	16
	15	5	4.17	15	4.17	15

Above 15 days	0	Below 4.17%	0	Below 4.17%	0
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**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: First Baptist Church Senior Center
 Grant Title: First Baptist Senior Center
 Grantee Address: 715 Randolph St NW Washington DC 20011
 Grant Monitor Name: Linda Irizarry

Grant Period: FY 18 10/10/17-09/30/18
 Total Grant Amount: 227,301.00
 Local/District Grant Amount: 227,301.00
 Federal Grant Amount: 0

Date of visit: 6/26/2018
 Total Score for the visit: 0 / 100
 Grantee #: FBC010-18
 PO#: POS73378

Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
M1
CURT (page 40)
Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018	August 16, 2018	August 16, 2018	1	September 14, 2018	September 13, 2018	September 13, 2018	-1	October 5, 2018	October 3, 2018	October 3, 2018	-2
August 20, 2018	August 16, 2018	August 20, 2018	0	September 20, 2018	September 13, 2018	September 13, 2018	-7	October 5, 2018	October 3, 2018	October 3, 2018	-2
August 31, 2018	August 25, 2018	August 25, 2018	-6	September 28, 2018	September 28, 2018	September 28, 2018	0	October 9, 2018	October 26, 2018	October 26, 2018	17
								October 9, 2018	October 3, 2018	October 3, 2018	-6

Finance and Budget Management:

Local/District Funds	FY 18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Senior Support Services	\$227,301.00	\$236,179.49	103.9%	\$18,202.89	\$53,428.53	8.0%	\$27,625.35	\$25,803.18	12.2%	\$16,478.78	\$9,324.40	7.2%	\$62,307.02	9.1%
0	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
0	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
0	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
0	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
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0	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
0	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
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0	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
0	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
0	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
0	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00			
	\$227,301.00	\$236,179.49	103.9%	\$18,202.89	\$34,986.01	8.0%	\$27,625.35	\$7,360.66	12.2%	\$16,478.78	-\$9,118.12	7.2%	\$62,307.02	9.1%

Federal Funds	FY 16 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
0	\$0.00	#DIV/0!	#DIV/0!		#DIV/0!			#DIV/0!			#DIV/0!			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

See Separate Site Visit Report

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	-1
Budget & Finance	30%	30	
Program Progress	30%	30	10.8%
Site Visit	20%	#DIV/0!	#DIV/0!

Average Day Reports submitted past due date
Average Burn Rate
Average Progress Rate
Total Site Visit Score

Total Score (Points) #DIV/0! /100

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6

15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?				
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			

Financial	21	Were written procurement policies and procedures readily available?	1			
Financial	22	Did it state clear specifications on request for bids and/or competition process?	1			
Financial	23	Were files maintained for all purchases?	1			
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			7	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			

General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?	1			
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			19	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			

Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?	1			
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?	1			
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?	1			
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Is there evidence that the older population in the area supports the center by participating, volunteering, or helping to sponsor the center? Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			

Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			25	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	104	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	105	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	106	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	107	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	108	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Wellness: Health Promotion	109	Are orientations conducted to ensure that potential enrollees are briefed on the program and scheduled activities?	1			

Wellness: Health Promotion	110	Is a customized Wellness: Health Promotion plan developed for each new participant at the time of enrollment using Enhanced Fitness Assessment Tool or some other appropriate tool that alerts participants to issues and identifies problematic areas within their wellness system?	1			
Wellness: Health Promotion	111	Are core classes, seminars, workshops, and screenings in physical fitness, nutrition, and health dialogues developed using factual, culturally sensitive, and interactive methodologies?	1			
Wellness: Health Promotion	112	Are support group sessions conducted as scheduled or requested?	1			
Wellness: Health Promotion	113	Are individual consultations made available to participants as needed?	1			
Wellness: Health Promotion	114	Is there a structured forum, conducted as a part of client education, available for family and friends to learn about the aging process?	1			
Wellness: Health Promotion	115	Are intergenerational activities available that support better understanding of youth and senior citizens?	1			
Wellness: Health Promotion	116	Does the agency participate in outreach such as community days, health fairs, and other community-oriented activities?	1			
Wellness: Health Promotion	117	Is there evidence that the program is providing unlicensed medical services or psychotherapy as prohibited by the Service Standards?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	118	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	119	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling	120	In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	1	-	-	-
Nutrition Counseling	121	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	122	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	123	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	124	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	125	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			

Nutrition Education	126	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	127	Are there waiting lists for agency services?	1			
General Service Delivery	128	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Congregate Meal	129	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Recreation Socialization	130	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Nutrition Counseling	132	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	133	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

Finding:
Deficiencies:
Corrective Actions Planned:

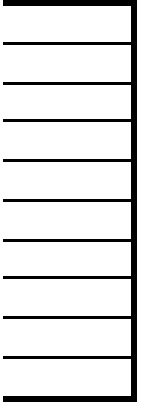
	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Congregate Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Wellness: Health Promotion	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good		
	5	
Total Site Visit Score	#DIV/0!	0

ite Visit Notes:

Non-Compliance	TOTAL Questions
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0



0	0
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**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Foggy Bottom West End Village
 Grant Title: FY18 Senior Village Competitive Grant
 Grantee Address: 2430 K St. NW
 Grant Monitor Name: Phil Hashey

Grant Period: January 2, 2018-September 30, 2018
 Total Grant Amount: \$71,071
 Local/District Grant Amount: \$71,071
 Federal Grant Amount: \$0

Date of visit: 3/6/2018
 Total Score for the visit: 0 / 100
 Grantee #: FOGGY-B-1-18
 PO#: PO578686

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	November 15, 2017				December 15, 2017				January 16, 2018			
M1	November 21, 2017				December 20, 2017				January 20, 2018			
CURT (page 40)	November 30, 2017				December 30, 2017				January 31, 2018			
Q & Y (page 59)									January 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October				November				December				QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate			
Personnel	\$7,239.00	0.0%	\$0.00	\$7,239.00	0.0%	\$0.00	\$7,239.00	0.0%	\$0.00	\$7,239.00	0.0%	\$0.00	\$7,239.00	0.0%	\$0.00	0.0%
Travel	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Occupancy	\$1,500.00	0.0%	\$0.00	\$1,500.00	0.0%	\$0.00	\$1,500.00	0.0%	\$0.00	\$1,500.00	0.0%	\$0.00	\$1,500.00	0.0%	\$0.00	0.0%
Communication	\$3,400.00	0.0%	\$0.00	\$3,400.00	0.0%	\$0.00	\$3,400.00	0.0%	\$0.00	\$3,400.00	0.0%	\$0.00	\$3,400.00	0.0%	\$0.00	0.0%
Supplies/Equipments	\$9,050.00	0.0%	\$0.00	\$9,050.00	0.0%	\$0.00	\$9,050.00	0.0%	\$0.00	\$9,050.00	0.0%	\$0.00	\$9,050.00	0.0%	\$0.00	0.0%
Other Directs	\$49,158.18	0.0%	\$0.00	\$49,158.18	0.0%	\$0.00	\$49,158.18	0.0%	\$0.00	\$49,158.18	0.0%	\$0.00	\$49,158.18	0.0%	\$0.00	0.0%
Indirect/Overhead	\$723.90	0.0%	\$0.00	\$723.90	0.0%	\$0.00	\$723.90	0.0%	\$0.00	\$723.90	0.0%	\$0.00	\$723.90	0.0%	\$0.00	0.0%
	\$71,071.08	0	\$0.00	\$71,071.08	0.0%	\$0.00	\$71,071.08	0.0%	\$0.00	\$71,071.08	0.0%	\$0.00	\$71,071.08	0.0%	\$0.00	0.0%

Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00
N/A													
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00

Total	\$71,071.08	0	\$0.00	\$71,071.08	0.0%	\$0.00	\$71,071.08	0.0%	\$0.00	\$71,071.08	0.0%	\$0.00	0.0%
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Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

NGA Executed in January 2018. No program expenses/findings this quarter

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Corrective Action:	Deficiencies:	Corrective Actions Planned:
Recommendations:	Corrective Actions Planned:	Recommendations:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	0	0.00%	Average Burn Rate
Program Progress	30%	0	#DIV/0!	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): /100

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation: None.

KEY:	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20	
1	19	8.05	29	8.05	29	98%	19	
2	18	7.77	28	7.77	28	96%	18	
3	17	7.50	27	7.50	27	94%	17	
4	16	7.22	26	7.22	26	92%	16	
5	15	6.94	25	6.94	25	90%	15	
6	14	6.66	24	6.66	24	88%	14	
7	13	6.39	23	6.39	23	86%	13	
8	12	6.11	22	6.11	22	84%	12	
9	11	5.83	21	5.83	21	82%	11	
10	10	5.55	20	5.55	20	80%	10	
11	9	5.28	19	5.28	19	78%	9	
12	8	5.00	18	5.00	18	76%	8	
13	7	4.72	17	4.72	17	74%	7	
14	6	4.44	16	4.44	16	72%	6	
15	5	4.17	15	4.17	15	70%	5	
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			Personnel contract for Leigh Sempes and Peter Sacco include personnel job descriptions, expectations, benefits, holiday/leave policies, etc.
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistency with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			Vacancies are advertised on indeed.com
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			personnel files are kept in a locked cabinet.
Personnel	6	Staff certifications and licenses are current and evident in the employee file?			1	
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			staff and volunteers undergo criminal background checks, and driving background checks for those operating vehicles.
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?			1	
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?		1		There are 2 staff, no chart needed.
			9	1		

Note: This site visit was conducted in Q2.

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			Most financial administration and record-keeping are handled by the treasurer. Weekly/monthly/yearly duties and procedures are memorialized in written form.
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			See grant application
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			Grantee has only had yearly 990 completed in the past. They are having full audit performed this year.
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	no revisions have been made as of site visit.
Financial	21	Were written procurement policies and procedures readily available?		1		Village policy is that the ED can secure equipment up to \$5,000.
Financial	22	Did it state clear specifications on request for bids and/or competition process?		1		

Financial	23	Were files maintained for all purchases?	1			
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?		1		
			8	3		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			Personnel contracts with job descriptions/duties/responsibilities/ internal policies, volunteer manual
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?			1	
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			personnel undergo orientation, back ground check
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?		1		Facility has atrium and other event spaces for use by senior participants. Seniors also use the office/business operations space
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			4	1		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?			1	Intake is comprehensive for the services offered by the village. Villages do not use universal client intake.
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			Grantee received CSTARs training on 3/7
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			Application has clear membership amounts detailed.
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.			1	There is no travel budget for this grant
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			50 active volunteers. A volunteer/intern from GW is working with project specialist in the virtual pilot program to help set up and orientate senior participants
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			Kept in locked file cabinet

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/>	Date of last nutrition screen: <input style="width: 40px;" type="text"/>	Date of medical clearance form: <input style="width: 40px;" type="text"/>	Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/>	Date of last nutrition screen: <input style="width: 40px;" type="text"/>	Date of medical clearance form: <input style="width: 40px;" type="text"/>	Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO	
How many on list and explain:		
How long will it take to enroll those on the list:		

Please describe your outreach efforts

Site Visit Notes:

Finding: None

Deficiencies: None
Corrective Actions Planned: None

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	90%	9	1	10
Financial	73%	8	3	11
Administration And Reports	100%	4	0	4
Facility	80%	4	1	5
General Service Delivery	100%	15	0	15
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#REF!	#REF!	#REF!	#REF!
Congregate Meal	#REF!	#REF!	#REF!	#REF!
Counseling	#REF!	#REF!	#REF!	#REF!
Health Promotion	#REF!	#REF!	#REF!	#REF!
Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Recreation Socialization	#REF!	#REF!	#REF!	#REF!
Weekend Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Nutrition Counseling	#REF!	#REF!	#REF!	#REF!
Nutrition Education	#REF!	#REF!	#REF!	#REF!
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#REF!	#REF!	#REF!	#REF!

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

During this visit, the following programmatic areas were discussed: personnel, financial policies and procedures, program expenses, administration and reports, and progress on grant objectives. The NGA was executed in January due to extended budget negotiations, so the program is off to a later start than anticipated.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
N/A - grantee has had no reporting submissions due as of the date of the site visit.	N/A - grantee has had no reporting submissions due as of the date	grantee has executed contract with Selfhelp to launch the virtual pilot
NGA excuted in January, and first program expenditures were in February.	of the site visit. NGA executed in January, and the first program	program, and the first video for the online education library is in the
	expenditures were in february.	final stages of editing.
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned: Follow up with SelfHelp re: delay in
		delivering the computer devices.

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	0	#DIV/0!
Budget & Finance	30%	0	Average Day Reports submitted past due date
Program Progress	30%	0	Average Burn Rate
			Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

The visit went well, though it is early in the program to offer a comprehensive evaluation of reporting and progress on program goals. Concern is noted above over the delay in receiving the virtual pilot program computing devices from SelfHelp. Grantee has followed up with SelfHelp and will continue to do so until issue is resolved.

KEY:	REPORTING		BUDGET		PROGRAM	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30	
1	19	8.05	29	8.05	29	
2	18	7.77	28	7.77	28	
3	17	7.50	27	7.50	27	
4	16	7.22	26	7.22	26	
5	15	6.94	25	6.94	25	
6	14	6.66	24	6.66	24	
7	13	6.39	23	6.39	23	
8	12	6.11	22	6.11	22	
9	11	5.83	21	5.83	21	
10	10	5.55	20	5.55	20	
11	9	5.28	19	5.28	19	
12	8	5.00	18	5.00	18	
13	7	4.72	17	4.72	17	
14	6	4.44	16	4.44	16	
15	5	4.17	15	4.17	15	
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Foggy Bottom West End Village
 Grant Title: FY18 Senior Village Competitive Grant
 Grantee Address: 2430 K St. NW
 Grant Monitor Name: Phil Hashey

Grant Period: January 2, 2018-September 30, 2018
 Total Grant Amount: 71071.08
 Local/District Grant Amount: 71071
 Federal Grant Amount: 0

Date of visit: _____
 Total Score for the visit: 0 / 80
 Grantee #: FOGGY-B-1-18
 PO#: PO578686

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018				June 15, 2018				July 14, 2018			
May 19, 2018				June 20, 2018				July 20, 2018			
May 31, 2018				June 30, 2018				July 31, 2018			
								July 20, 2018			

Finance and Budget Management:

Local/District Funds	April			May			June			QUARTER 3	
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$7,239.00	\$0.00	0.0%		\$7,239.00			\$7,239.00			
Travel	\$0.00	\$0.00						\$0.00			
Occupancy	\$1,500.00	\$0.00	0.0%					\$0.00			
Counseling	\$3,400.00	\$0.00	0.0%					\$0.00			
Supplies/Equipments	\$9,050.00	\$0.00						\$0.00			
Other Directs	\$49,158.18	\$0.00	0.0%					\$0.00			
Indirect/Overhead	\$723.90	\$0.00	0.0%					\$0.00			
	\$71,071.08	\$0.00	0.0%	\$0.00	\$7,239.00	0.0%	\$0.00	\$7,239.00	0.0%	\$0.00	0.0%

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
	\$ -	#DIV/0!	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	

Total	\$71,071.08	#DIV/0!	#DIV/0!	\$0.00	\$7,239.00	#DIV/0!	\$0.00	\$7,239.00	#DIV/0!	\$0.00	\$7,239.00	#DIV/0!	\$0.00	
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Program and Performance Progress:

Performance Objective	April			May			June			QUARTER 3	
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
N/A	0	#DIV/0!	0	0		0	0		0		
0	0	0%	0	0		0	0		0		
0	0	0%	0	0		0	0		0		

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

<i>Site Visit Notes on Compliance with Reporting Requirements:</i>		<i>Site Visit Notes on Finance and Budget Management:</i>		<i>Site Visit Notes on Program and Performance Progress</i>	
Finding:		Finding:		Finding:	
Deficiencies:		Deficiencies:		Deficiencies:	
Corrective Actions Planned:		Corrective Actions Planned:		Corrective Actions Planned:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	0		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Foggy Bottom West End Village
 Grant Title: FY18 Senior Village Competitive Grant
 Grantee Address: 2430 K St. NW
 Grant Monitor Name: Phil Hashey

Grant Period: January 2, 2018-September 30, 2018
 Total Grant Amount: 71071.08
 Local/District Grant Amount: 71071
 Federal Grant Amount: 0

Date of visit: 10/4/2016
 Total Score for the visit: 0 / 100
 Grantee #: FOGGY-B-1-18
 PO#: PO578686

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018				September 15, 2018				October 12, 2018			
August 21, 2018				September 20, 2018				October 12, 2018			
August 31, 2018				September 29, 2018				October 31, 2018			
								October 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4		
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Personnel	\$7,239.00	\$0.00	0.0%		\$7,239.00		\$7,239.00			\$7,239.00					
Travel	\$0.00	\$0.00	0.0%		\$0.00		\$0.00			\$0.00					
Occupancy	\$1,500.00	\$0.00	0.0%		\$1,500.00		\$1,500.00			\$1,500.00					
Counseling	\$3,400.00	\$0.00	0.0%		\$3,400.00		\$3,400.00			\$3,400.00					
Supplies/Equipments	\$9,050.00	\$0.00	0.0%		\$9,050.00		\$9,050.00			\$9,050.00					
Other Directs	\$49,158.18	\$0.00	0.0%		\$49,158.18		\$49,158.18			\$49,158.18					
Indirect/Overhead	\$723.90	\$0.00	0.0%		\$723.90		\$723.90			\$723.90					
	\$71,071.08	\$0.00	0.0%	\$0.00	\$71,071.08	0.0%	\$0.00	\$71,071.08	0.0%	\$0.00	\$71,071.08	0.0%	\$0.00	0.0%	

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	
	\$0.00	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	

Total	\$71,071.08	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	
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Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0	0		0	0		0	0		0	
0	0	0	0%	0	0		0	0		0	0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:

Corrective Actions Planned:		
		Corrective Actions Planned:
	Corrective Action Planned:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	#DIV/0!	#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): /100

Final Notes: Please write your overall evaluation of the site visit

Findings:

Average days past due date	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20		8.33%	30	8.33%	30	100%	20
1	19		8.05	29	8.05	29	98%	19
2	18		7.77	28	7.77	28	96%	18
3	17		7.50	27	7.50	27	94%	17
4	16		7.22	26	7.22	26	92%	16
5	15		6.94	25	6.94	25	90%	15
6	14		6.66	24	6.66	24	88%	14
7	13		6.39	23	6.39	23	86%	13
8	12		6.11	22	6.11	22	84%	12
9	11		5.83	21	5.83	21	82%	11
10	10		5.55	20	5.55	20	80%	10
11	9		5.28	19	5.28	19	78%	9
12	8		5.00	18	5.00	18	76%	8
13	7		4.72	17	4.72	17	74%	7
14	6		4.44	16	4.44	16	72%	6
15	5		4.17	15	4.17	15	70%	5
Above 15 days	0		Below 4.17%	0	Below 4.17%	0	Below 70%	0

KEY:

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				

Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the coment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				

General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				

Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				

Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions?				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				

Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
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RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					

Please rank your level of satisfaction with the delivery of program activities at this facility

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Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist: YES / NO

How many on list and explain: N/A
How long will it take to enroll those on the list: N/A

Please describe your outreach efforts

Site Visit Notes:

Finding: None.
Deficiencies: None.
Corrective Actions Planned: None.

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	#DIV/0!	0	0	0
Financial	#DIV/0!	0	0	0
Administration And Reports	#DIV/0!	0	0	0
Facility	#DIV/0!	0	0	0
General Service Delivery	#DIV/0!	0	0	0
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#DIV/0!	0	0	0
Congregate Meal	#DIV/0!	0	0	0
Counseling	#DIV/0!	0	0	0
Health Promotion	#DIV/0!	0	0	0
Home Delivered Meals	#DIV/0!	0	0	0
Recreation Socialization	#DIV/0!	0	0	0
Weekend Home Delivered Meals	#DIV/0!	0	0	0
Nutrition Counseling	#DIV/0!	0	0	0
Nutrition Education	#DIV/0!	0	0	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#DIV/0!	0	0	0

Total	\$169,580.00	0.045250855
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Program and Performance Progress:

	Performance Objective	YTD Progress Rate
		0.0%
		0.0%
		0.0%
		0.0%
		0.0%
		0.0%
		0.0%
		0.0%
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		0.0%
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		0.0%
		0.0%
		0.0%
		0.0%
		0.0%

List of issues to address during the site visit: *list issues that came*

Site Visit Notes on Compliance with Reporting Require

Finding:

Corrective Action:

Recommendations:

Score Card

	Assigned Weight
Reporting	20%
Budget & Finance	30%
Program Progress	30%
Site Visit	20%

Total Score (Points):

0

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation:

KEY:

REPORTING	
Average days past due date	Score (1 point = 1 day)
0	20
1	19
2	18

3	17
4	16
5	15
6	14
7	13
8	12
9	11
10	10
11	9
12	8
13	7
14	6
15	5
Above 15 days	0

	Corrective Action:
	Recommendation:

Raw Score (Points)

0	27	Average Day Reports sub
0	1.51%	Average Burn Rate
#DIV/0!	#DIV/0!	Average Progress Rate
#DIV/0!	#DIV/0!	Total Site Visit Score

/100

BUDGET		PROG
Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate
8.33%	30	8.33%
8.05	29	8.05
7.77	28	7.77

7.50	27	7.50
7.22	26	7.22
6.94	25	6.94
6.66	24	6.66
6.39	23	6.39
6.11	22	6.11
5.83	21	5.83
5.55	20	5.55
5.28	19	5.28
5.00	18	5.00
4.72	17	4.72
4.44	16	4.44
4.17	15	4.17
Below 4.17%	0	Below 4.17%

\$2,722.06	\$159,669.32	1.6%	\$2,718.30
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November			
Reported	Balance	Progress Rate	Reported
	0		
	0		
	0		
	0		
	0		
	0		
	0		
	0		
	0		
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Important trends observed in the table above.

and Budget Management:

Site Visit Notes on Progre

	Finding:
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	Corrective Action:
	Corrective Actions Planned:

mitted past due date

GRAM	SITE VISIT	
Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
30	100%	20
29	98%	19
28	96%	18

27	94%	17
26	92%	16
25	90%	15
24	88%	14
23	86%	13
22	84%	12
21	82%	11
20	80%	10
19	78%	9
18	76%	8
17	74%	7
16	72%	6
15	70%	5
0	Below 70%	0

\$156,951.02	1.6%	\$12,178.50
--------------	------	-------------

December		QU
Balance	Progress Rate	Reported
0		0
0		0
0		0
0		0
0		0
0		0
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0		0
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0		0

am and Performance Progress

QUARTER 1

Average Burn Rate

3.0%

2.0%

Service Category	Question No.	Question
Personnel	1	Are written personnel policies and procedures available?
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?
Personnel	4	Staffing pattern in line with (matches current) budget plan?
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?
Personnel	6	Staff certifications and licenses are current and evident in the employee file?
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?
Personnel	8	Staff development program includes training?
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?
Personnel	12	Is the up-to-date organization chart available?

Service Category	Question No.	Question
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?
Financial	14	Were the accounting records readily available?

Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?
Financial	17	Are participants' contributions recorded and expended for the program?
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?
Financial	21	Were written procurement policies and procedures readily available?
Financial	22	Did it state clear specifications on request for bids and/or competition process?
Financial	23	Were files maintained for all purchases?
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?

Service Category	Question No.	Question
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?
Administration And Reports	28	Is it used?

Service Category	Question No.	Question
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?
Facility	30	Is there adequate space for conducting program activities?
Facility	31	Is there space for providing confidential counseling sessions for seniors?
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?

Facility	33	Evidence of employee orientation to policies and drug awareness program?
Facility	34	Crime reduction hot spot plan is implemented?
Facility	35	Are business operations sections separated from the service provision areas?
Facility	36	Is there an up-to-date emergency preparedness plan available?

Service Category	Question No.	Question
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?
General Service Delivery	53	Is organization receiving positive scores on Grade DC?
General Service Delivery	54	Is the organization involved in community outreach and public education activities?
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.

Service Category	Question No.	Question
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?
Case Management	57	Does the agency assess the need for and initiate protective arrangements?
Case Management	58	Does the agency participate as a member of the participant's plan of care team?
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?

Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?

Service Category	Question No.	Question
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?

Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?

Service Category	Question No.	Question
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?
Congregate Meal	88	Are meals served as planned and delivered?

Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?

Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?

Service Category	Question No.	Question
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?

Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?

Service Category	Question No.	Question
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?
Health Promotion	118	Does the agency implement and report all sessions accurately?
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?

Service Category	Question No.	Question
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;
Home Delivered Meals	123	Are arrangements made for delivery of meals?
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?

Service Category	Question No.	Question
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?
Recreation Socialization	130	Are all recreation and socialization activities supervised?

Service Category	Question No.	Question
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?

Service Category	Question No.	Question
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:
Nutrition Counseling	135	Appropriate healthcare providers are contacted;
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;

Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?
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Service Category	Question No.	Question
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?

Service Category	Question No.	Question
General Service Delivery	146	Are there waiting lists for agency services?
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?

Yes	No	N/A	Comment
1			Yes at University HR-Law School
1			
1			
1			
		1	No access
		1	
1			
1			
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1			
1			
10	0		

Yes	No	N/A	Comment
1			Located at Univ. offices in Ashburn VA.
	1		

		1	
1			
		1	
1			
1			
1			
		1	
		1	
		1	
		1	
5	1		

Yes	No	N/A	Comment
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3	0		

Yes	No	N/A	Comment
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1			
		1	

		1	
		1	
1			
1			
5	0		

Yes	No	N/A	Comment
1			
		1	
		1	HICP uses the ACL database for reporting client data.
1			
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1			
1			
	1		
		1	
1			
1			

0	0		

Yes	No	N/A	Comment
-	-	-	-

0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
-	-	-	-

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

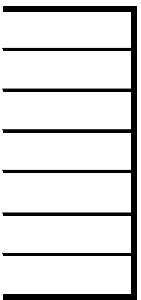
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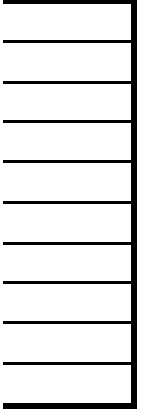
Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	100%	11
Financial	100%	12
Administration And Reports	100%	4
Facility	100%	8
General Service Delivery	100%	19
Case Management	100%	14
Comprehensive Assessment	100%	9
Congregate Meal	100%	23
Counseling	100%	11
Health Promotion	100%	6
Home Delivered Meals	60%	3
Recreation Socialization	100%	5
Weekend Home Delivered Meals	100%	2
Nutrition Counseling	100%	5
Nutrition Education	100%	3
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	99%	135

te Visit Notes:

Non-Compliance	TOTAL Questions
0	11
0	12
0	4
0	8
0	19
0	14
0	9
0	23
0	11
0	6
2	5
0	5
0	2
0	5
0	3
2	137





Total

\$183,946.00	0.061425636
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Program and Performance Progress:

	Performance Objective	YTD Progress Rate

List of issues to address during the site visit: *list issues that can*

A site visit was conducted by the interrim grant monitor, Lynn Khoo to review program Financial performance has been a concern due to delays in issuing and approving the

Site Visit Notes on Compliance with Reporting Requi

Finding: GWU submitted CURT reports for Quarter 1 upon request of the grant mo

However, GWU has not submitted M-1 reports for the second quarter, because of the delays in executing a revised NGA for SHIP part.

Corrective Action:

The grant monitor will follow-up on the revised NGA.

Recommendations:

CURT report must be submitted in timely fashion. Also, submit invoices for both MIPF cover both programs.

Score Card

Assigned Weight

Reporting	20%
Budget & Finance	30%
Program Progress	30%
Site Visit	20%

Total Score (Points):

68

Final Notes: *Please write your overall evaluation of the site visit*

GWU has been in compliant with program operations and federal program requirement; GWU will inform the District Medicare program participants of the new Medicare card; There was a misunderstanding by GWU about the Local/District funds. Therefore, GW

Recommendation:

GWU will followup on signed revised NGA, and submit all invoices on time. GWU discuss about the new cards and their benefits at the next DCOA program directo

KEY:

REPORTING	
Average days past due date	Score (1 point = 1 day)
0	20
1	19
2	18
3	17
4	16
5	15

6	14
7	13
8	12
9	11
10	10
11	9
12	8
13	7
14	6
15	5
Above 15 days	0

	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
\$2,762.13	\$166,817.87	1.6%

PASS Receipt	Balance	Burn Rate
	\$11,532.00	
	\$535.00	
	\$0.00	
	\$0.00	
	\$1,146.00	
	\$0.00	
	\$1,153.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
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	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
\$0.00	\$14,366.00	0.0%

\$2,762.13	\$181,183.87	1.5%
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January		
Reported	Balance	Progress Rate
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
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...ne up during the quarter, outlined in the CURT report, and in
n progress and financial performance.
revised grant awards.

Comments: *Site Visit Notes on Finance*

monitor prior to site visit.	Finding:
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	GWU has not submitted invoices for SHIP since quar
	Although law students conducted calls and data entry.
	contributed to program progress, but not to the financ
	Corrective Action:
	A new NGA will be issued with the new federal fund.
	Recommendation:
PA and SHIP portions since	GWU should submit the M-1 financial reports and invo

Raw Score (Points)

10	10	Average Day Reports sub
5	3.30%	Average Burn Rate
20	20.0%	Average Progress Rate
33	20%	Total Site Visit Score

/100

f
s and updates. They have been using the new record keeping system, STARS, an
s and their expected delivery time frame.

U did not submit SHIP invoices to DCOA as federal SHIP protion of funds have

ors' meeting.

BUDGET		PROC
Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate
8.33%	30	8.33%
8.05	29	8.05
7.77	28	7.77
7.50	27	7.50
7.22	26	7.22
6.94	25	6.94

6.66	24	6.66
6.39	23	6.39
6.11	22	6.11
5.83	21	5.83
5.55	20	5.55
5.28	19	5.28
5.00	18	5.00
4.72	17	4.72
4.44	16	4.44
4.17	15	4.17
Below 4.17%	0	Below 4.17%

	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
\$2,691.74	\$164,126.13	1.6%	\$4,899.53

PASS Receipt	Balance	Burn Rate	PASS Receipt
	\$11,532.00		\$859.64
	\$535.00		
	\$0.00		
	\$0.00		
	\$1,146.00		
	\$0.00		
	\$1,153.00		\$85.96
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
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	\$0.00		
	\$0.00		
	\$0.00		
\$0.00	\$14,366.00	0.0%	\$945.60

\$2,691.74	\$178,492.13	1.5%	\$5,845.13
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Feburay			
Reported	Balance	Progress Rate	Reported
	0		
	0		
	0		
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	0		
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Important trends observed in the table above.

and Budget Management: **Site Visit Notes on Progr**
Finding: Discussions include distribution

ter one, and second quarter for MIPPA.	The new cards will not use participants social
, they can charge only 20% to the grant. They	alphabets and numbers. For DC residents, new
ial achievement.	New accounts will be automatically connecte
	Corrective Action:
ing for SHIP since current funding expired in April, 2	GWU will mail letters to inform participants
	of their differences from their old ID cards.
	Corrective Actions Planned:
oices for both MIPPA and SHIP as soon as possible.	GWU program director will discuss new Med

mitted past due date

id provided access by the grant monitor.

not been released.

GRAM	SITE VISIT	
	Site Visit Check List	Score (1 point = 2%)
Score (1 point = 0.27%)		
30	100%	20
29	98%	19
28	96%	18
27	94%	17
26	92%	16
25	90%	15

24	88%	14
23	86%	13
22	84%	12
21	82%	11
20	80%	10
19	78%	9
18	76%	8
17	74%	7
16	72%	6
15	70%	5
0	Below 70%	0

\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$159,226.60	2.9%	\$10,086.41

Balance	Burn Rate	PASS Receipt
\$10,672.36	7.5%	\$859.64
\$535.00		
\$0.00		
\$0.00		
\$1,146.00		
\$0.00		
\$1,067.04	7.5%	\$85.96
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
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\$0.00		
\$0.00		
\$13,420.40	6.6%	\$945.60

\$172,647.00	3.2%	\$11,032.01
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March		Q1
Balance	Progress Rate	Reported
0		0
0		0
0		0
0		0
0		0
0		0
0		0
0		0
0		0
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0		0

am and Performance Progress

of New Medicaid Cards for the participants.

l security numbers, rather will use randomly assigned
w cards will be mailed during April and June 2018.
d to their old ID numbers. They promote security as th

to look out for new Medicaid cards and inform them

licaid Cards in the next Program Directors' meeting.

Service Category	Question No.	Question
Personnel	1	Are written personnel policies and procedures available?
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?
Personnel	4	Staffing pattern in line with (matches current) budget plan?
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?
Personnel	6	Staff certifications and licenses are current and evident in the employee file?
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?
Personnel	8	Staff development program includes training?
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?
Personnel	12	Is the up-to-date organization chart available?

Service Category	Question No.	Question
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?
Financial	14	Were the accounting records readily available?
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?
Financial	17	Are participants' contributions recorded and expended for the program?
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?
Financial	21	Were written procurement policies and procedures readily available?
Financial	22	Did it state clear specifications on request for bids and/or competition process?
Financial	23	Were files maintained for all purchases?
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?

Service Category	Question No.	Question
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?
Administration And Reports	28	Is it used?

Service Category	Question No.	Question
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?
Facility	30	Is there adequate space for conducting program activities?
Facility	31	Is there space for providing confidential counseling sessions for seniors?
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?
Facility	33	Evidence of employee orientation to policies and drug awareness program?
Facility	34	Crime reduction hot spot plan is implemented?
Facility	35	Are business operations sections separated from the service provision areas?
Facility	36	Is there an up-to-date emergency preparedness plan available?

Service Category	Question No.	Question
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?

General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?
General Service Delivery	53	Is organization receiving positive scores on Grade DC?
General Service Delivery	54	Is the organization involved in community outreach and public education activities?
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.

Service Category	Question No.	Question
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?
Case Management	57	Does the agency assess the need for and initiate protective arrangements?
Case Management	58	Does the agency participate as a member of the participant's plan of care team?

Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?

Service Category	Question No.	Question
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?

Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?

Service Category	Question No.	Question
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?

Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?
Congregate Meal	88	Are meals served as planned and delivered?
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?

Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?

Service Category	Question No.	Question
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?

Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?

Service Category	Question No.	Question
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?
Health Promotion	118	Does the agency implement and report all sessions accurately?
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?

Service Category	Question No.	Question
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?

Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;
Home Delivered Meals	123	Are arrangements made for delivery of meals?
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?

Service Category	Question No.	Question
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?
Recreation Socialization	130	Are all recreation and socialization activities supervised?

Service Category	Question No.	Question
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?

Service Category	Question No.	Question
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?

Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:
Nutrition Counseling	135	Appropriate healthcare providers are contacted;
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?

Service Category	Question No.	Question
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?

Service Category	Question No.	Question
General Service Delivery	146	Are there waiting lists for agency services?
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?

Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?

Yes	No	N/A	Comment
		1	Records maintained at the University's Department of Human Resources and not accessible.
		1	On DCOA file. Resumes and job descriptions were submitted with FY 18 grant application for staff under DCOA funding.
1			
1			
		1	Personnel records are not available for review at the Law clinic.
		1	On DCOA file. Resumes and job descriptions were submitted with FY 18 grant application for staff under DCOA funding.
1			
1			The Community Benefits Advocate attends training provided by CMS and SHIP training provided by ACL
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8	0		

Yes	No	N/A	Comment
		1	These records were not reviewed because the GWU Finance offices are located in Ashburn, Virginia
			These records were not reviewed because the GWU Finance offices are located in Ashburn, Virginia
			These records were not reviewed because the GWU Finance offices are located in Ashburn, Virginia
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Yes	No	N/A	Comment
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		1	
1			The GWU HICP program has collected client data in its internal legal advocate law data base since 2006. Up until May 2018 GWU also collected data for ACL in the NPR system.
1			GWU HICP currently uses the ACL STARS client service data collection system.
2	0		

Yes	No	N/A	Comment
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4	0		

Yes	No	N/A	Comment
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1			In STARS
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13	0		

Yes	No	N/A	Comment
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Yes	No	N/A	Comment
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Yes	No	N/A	Comment
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5	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
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Yes	No	N/A	Comment
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Yes	No	N/A	Comment
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Yes	No	N/A	Comment
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0	0		

Yes	No	N/A	Comment
0	0		

No	Yes	N/A	Comment
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RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age:		
	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding: 5px;">Extremely satisfied</td> <td style="padding: 5px;">Moderately satisfied</td> </tr> </table>	Extremely satisfied	Moderately satisfied
Extremely satisfied	Moderately satisfied		
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50px; height: 30px;"></td> <td style="width: 50px; height: 30px;"></td> </tr> </table>		
Please rank your level of satisfaction with the delivery of meals at this facility	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50px; height: 30px;"></td> <td style="width: 50px; height: 30px;"></td> </tr> </table>		
Please rank your level of satisfaction with the quality of program activities at this facility	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50px; height: 30px;"></td> <td style="width: 50px; height: 30px;"></td> </tr> </table>		
Please rank your level of satisfaction with the delivery of program activities at this facility	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50px; height: 30px;"></td> <td style="width: 50px; height: 30px;"></td> </tr> </table>		

Name: _____	Verify Age:		
	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding: 5px;">Extremely satisfied</td> <td style="padding: 5px;">Moderately satisfied</td> </tr> </table>	Extremely satisfied	Moderately satisfied
Extremely satisfied	Moderately satisfied		
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50px; height: 30px;"></td> <td style="width: 50px; height: 30px;"></td> </tr> </table>		
Please rank your level of satisfaction with the delivery of meals at this facility	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50px; height: 30px;"></td> <td style="width: 50px; height: 30px;"></td> </tr> </table>		
Please rank your level of satisfaction with the quality of program activities at this facility	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50px; height: 30px;"></td> <td style="width: 50px; height: 30px;"></td> </tr> </table>		
Please rank your level of satisfaction with the delivery of program activities at this facility	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50px; height: 30px;"></td> <td style="width: 50px; height: 30px;"></td> </tr> </table>		

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

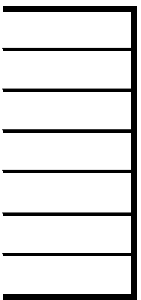
Sit

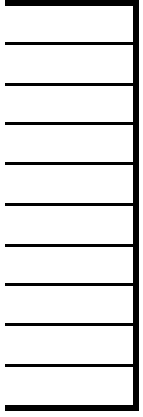
Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	100%	11
Financial	100%	12
Administration And Reports	100%	4
Facility	100%	8
General Service Delivery	100%	19
Case Management	100%	14
Comprehensive Assessment	100%	9
Congregate Meal	100%	23
Counseling	100%	11
Health Promotion	100%	6
Home Delivered Meals	60%	3
Recreation Socialization	100%	5
Weekend Home Delivered Meals	100%	2
Nutrition Counseling	100%	5
Nutrition Education	100%	3
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	99%	135

te Visit Notes:

Non-Compliance	TOTAL Questions
0	11
0	12
0	4
0	8
0	19
0	14
0	9
0	23
0	11
0	6
2	5
0	5
0	2
0	5
0	3
2	137





Total	\$183,946.00	0.09885923
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Program and Performance Progress:

	Performance Objective	YTD Progress Rate

List of issues to address during the site visit: *list issues that can*

Site Visit Notes on Compliance with Reporting Requi

Finding: GWU has been in compliance with programatic report submissions.

Corrective Action:

Recommendations:

Score Card

Assigned Weight

Reporting	20%
Budget & Finance	30%
Program Progress	30%
Site Visit	20%

Total Score (Points):

0

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation:

KEY:

REPORTING	
Average days past due date	Score (1 point = 1 day)
0	20
1	19
2	18
3	17
4	16
5	15

6	14
7	13
8	12
9	11
10	10
11	9
12	8
13	7
14	6
15	5
Above 15 days	0

	\$0.00	
	\$0.00	
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	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
\$4,729.90	\$164,421.11	2.8%

PASS Receipt	Balance	Burn Rate
\$885.18	\$10,646.82	7.7%
	\$535.00	
	\$0.00	
	\$0.00	
	\$1,146.00	
	\$0.00	
\$88.51	\$1,064.49	7.7%
	\$0.00	
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	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
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\$973.69	\$13,392.31	6.8%

\$5,703.59	\$177,813.42	3.1%
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April		
Reported	Balance	Progress Rate
	0	
	0	
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ne up during the quarter, outlined in the CURT report, and in

rements:

Site Visit Notes on Finance

	Finding:
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	Corrective Action:
	Recommendation:

Raw Score (Points)

		Average Day Reports sub
		Average Burn Rate
		Average Progress Rate
		Total Site Visit Score

/100

f

BUDGET		PROC
Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate
8.33%	30	8.33%
8.05	29	8.05
7.77	28	7.77
7.50	27	7.50
7.22	26	7.22
6.94	25	6.94

6.66	24	6.66
6.39	23	6.39
6.11	22	6.11
5.83	21	5.83
5.55	20	5.55
5.28	19	5.28
5.00	18	5.00
4.72	17	4.72
4.44	16	4.44
4.17	15	4.17
Below 4.17%	0	Below 4.17%

	\$0.00		
	\$0.00		
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	\$0.00		
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	\$0.00		
\$4,705.80	\$159,715.31	2.8%	\$6,810.54

PASS Receipt	Balance	Burn Rate	PASS Receipt
\$877.12	\$9,769.70	7.6%	
	\$535.00		
	\$0.00		
	\$0.00		
	\$1,146.00		
	\$0.00		
\$87.71	\$976.78	7.6%	
	\$0.00		
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\$964.83	\$12,427.48	6.7%	\$0.00

\$5,670.63	\$172,142.79	3.1%	\$6,810.54
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May			
Reported	Balance	Progress Rate	Reported
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important trends observed in the table above.

<i>and Budget Management:</i>	<i>Site Visit Notes on Progr</i>
	Finding:

	Corrective Action:
	Corrective Actions Planned:

mitted past due date

GRAM	SITE VISIT	
Score (1 point = 0.27%)	Site Visit Check List	Score (1 point = 2%)
30	100%	20
29	98%	19
28	96%	18
27	94%	17
26	92%	16
25	90%	15

24	88%	14
23	86%	13
22	84%	12
21	82%	11
20	80%	10
19	78%	9
18	76%	8
17	74%	7
16	72%	6
15	70%	5
0	Below 70%	0

\$0.00		
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\$0.00		
\$0.00		
\$152,904.77	4.0%	#REF!

Balance	Burn Rate	PASS Receipt
\$9,769.70		\$1,762.30
\$535.00		
\$0.00		
\$0.00		
\$1,146.00		
\$0.00		
\$976.78		\$176.22
\$0.00		
\$0.00		
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\$0.00		
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\$0.00		
\$12,427.48	0.0%	\$1,938.52

\$165,332.25	3.7%	#REF!
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June		Q1
Balance	Progress Rate	Reported
0		0
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am and Performance Progress

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QUARTER 3
Average Burn Rate
6.4%
0.0%

Service Category	Question No.	Question
Personnel	1	Are written personnel policies and procedures available?
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?
Personnel	4	Staffing pattern in line with (matches current) budget plan?
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?
Personnel	6	Staff certifications and licenses are current and evident in the employee file?
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?
Personnel	8	Staff development program includes training?
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?
Personnel	12	Is the up-to-date organization chart available?

Service Category	Question No.	Question
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?
Financial	14	Were the accounting records readily available?

Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?
Financial	17	Are participants' contributions recorded and expended for the program?
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?
Financial	21	Were written procurement policies and procedures readily available?
Financial	22	Did it state clear specifications on request for bids and/or competition process?
Financial	23	Were files maintained for all purchases?
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?

Service Category	Question No.	Question
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?
Administration And Reports	28	Is it used?

Service Category	Question No.	Question
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?
Facility	30	Is there adequate space for conducting program activities?
Facility	31	Is there space for providing confidential counseling sessions for seniors?
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?

Facility	33	Evidence of employee orientation to policies and drug awareness program?
Facility	34	Crime reduction hot spot plan is implemented?
Facility	35	Are business operations sections separated from the service provision areas?
Facility	36	Is there an up-to-date emergency preparedness plan available?

Service Category	Question No.	Question
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?
General Service Delivery	53	Is organization receiving positive scores on Grade DC?
General Service Delivery	54	Is the organization involved in community outreach and public education activities?
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.

Service Category	Question No.	Question
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?
Case Management	57	Does the agency assess the need for and initiate protective arrangements?
Case Management	58	Does the agency participate as a member of the participant's plan of care team?
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?

Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?

Service Category	Question No.	Question
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?

Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?

Service Category	Question No.	Question
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?
Congregate Meal	88	Are meals served as planned and delivered?

Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?

Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?

Service Category	Question No.	Question
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?

Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?

Service Category	Question No.	Question
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?
Health Promotion	118	Does the agency implement and report all sessions accurately?
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?

Service Category	Question No.	Question
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;
Home Delivered Meals	123	Are arrangements made for delivery of meals?
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?

Service Category	Question No.	Question
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?
Recreation Socialization	130	Are all recreation and socialization activities supervised?

Service Category	Question No.	Question
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?

Service Category	Question No.	Question
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:
Nutrition Counseling	135	Appropriate healthcare providers are contacted;
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;

Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?
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Service Category	Question No.	Question
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?

Service Category	Question No.	Question
General Service Delivery	146	Are there waiting lists for agency services?
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment

0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment

0	0		

Yes	No	N/A	Comment
-	-	-	-

0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
-	-	-	-

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age:				
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Extremely satisfied</td> <td style="padding: 5px;">Moderately satisfied</td> </tr> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>	Extremely satisfied	Moderately satisfied		
Extremely satisfied	Moderately satisfied				
Please rank your level of satisfaction with the delivery of meals at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>				
Please rank your level of satisfaction with the quality of program activities at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>				
Please rank your level of satisfaction with the delivery of program activities at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>				

Name: _____	Verify Age:				
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Extremely satisfied</td> <td style="padding: 5px;">Moderately satisfied</td> </tr> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>	Extremely satisfied	Moderately satisfied		
Extremely satisfied	Moderately satisfied				
Please rank your level of satisfaction with the delivery of meals at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>				
Please rank your level of satisfaction with the quality of program activities at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>				
Please rank your level of satisfaction with the delivery of program activities at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>				

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

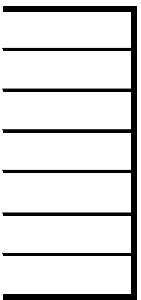
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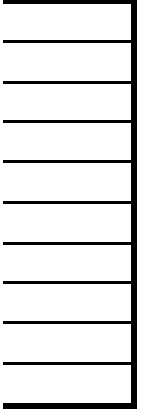
Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	100%	11
Financial	100%	12
Administration And Reports	100%	4
Facility	100%	8
General Service Delivery	100%	19
Case Management	100%	14
Comprehensive Assessment	100%	9
Congregate Meal	100%	23
Counseling	100%	11
Health Promotion	100%	6
Home Delivered Meals	60%	3
Recreation Socialization	100%	5
Weekend Home Delivered Meals	100%	2
Nutrition Counseling	100%	5
Nutrition Education	100%	3
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	99%	135

te Visit Notes:

Non-Compliance	TOTAL Questions
0	11
0	12
0	4
0	8
0	19
0	14
0	9
0	23
0	11
0	6
2	5
0	5
0	2
0	5
0	3
2	137





Total	\$183,946.00	0.299905353
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Program and Performance Progress:

	Performance Objective	YTD Progress Rate

List of issues to address during the site visit: *list issues that can*

Site Visit Notes on Compliance with Reporting Requi

Finding:

GWU HICP staff logs phone calls and client information in a spread sheet on google do

Corrective Action:

Submit CURT reports for July through September, 2018. Failure to submit required rep

Recommendations:

N/A

Score Card

Assigned Weight

Reporting	20%
Budget & Finance	30%
Program Progress	30%
Site Visit	20%

Total Score (Points):

56

Final Notes: *Please write your overall evaluation of the site visit*

GWU HICP has encountered some challenges with entering client and service data into program assists District Medicare beneficiaries in saving an average of \$5,000.00 in hea return to the program after November, 2018. The Health Law course will not be offered ensure that consumers would be served through Medicare Open enrollment. Deficiency

~~**Recommendation.** Seek administrative assistance in inputting client data into S~~

KEY:

REPORTING	
Average days past due date	Score (1 point = 1 day)
0	20

1	19
2	18
3	17
4	16
5	15
6	14
7	13
8	12
9	11
10	10
11	9
12	8
13	7
14	6
15	5
Above 15 days	0

	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
\$4,910.14	\$164,669.86	2.9%

PASS Receipt	Balance	Burn Rate
\$930.02	\$10,601.98	8.1%
	\$535.00	
	\$0.00	
	\$0.00	
	\$1,146.00	
	\$0.00	
\$92.99	\$1,060.01	8.1%
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
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	\$0.00	
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	\$0.00	
	\$0.00	
	\$0.00	
\$1,023.01	\$13,342.99	7.1%

\$5,933.15	\$178,012.85	3.2%
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July		
Reported	Balance	Progress Rate
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
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	0	

ne up during the quarter, outlined in the CURT report, and in

rements: *Site Visit Notes on Finance*

	Finding:
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documents. All staff member	The HICP program will likely earn all of the Local fu
	Corrective Action:
ports may impact future fun	N/A
	Recommendation:
	N/A

Raw Score (Points)

8	0	Average Day Reports sub
30	10.00%	Average Burn Rate
0	0.0%	Average Progress Rate
18	95%	Total Site Visit Score

/100

f
 STAKS due to shortage of staff and had more than 100 forms that had not been e
 alth care cost annually. The GWU HICP program utilizes the assistance of student
 d during the Spring semester. The future of the HICP was uncertain at the time of
 y: The HICP program has failed to develop an alternative plan to handle hotline c

TAKS. Recruit volunteers from senior programs, churches or retirees to assist wit

BUDGET		PROC
Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate
8.33%	30	8.33%

8.05	29	8.05
7.77	28	7.77
7.50	27	7.50
7.22	26	7.22
6.94	25	6.94
6.66	24	6.66
6.39	23	6.39
6.11	22	6.11
5.83	21	5.83
5.55	20	5.55
5.28	19	5.28
5.00	18	5.00
4.72	17	4.72
4.44	16	4.44
4.17	15	4.17
Below 4.17%	0	Below 4.17%

	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
\$15,656.81	\$147,589.71	9.2%	\$28,544.87

PASS Receipt	Balance	Burn Rate	PASS Receipt
\$1,275.56	\$9,326.42	11.1%	\$1,970.80
	\$535.00		\$846.09
	\$0.00		
	\$0.00		
	\$1,146.00		
	\$0.00		
\$127.55	\$932.46	11.1%	\$811.56
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
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	\$0.00		
	\$0.00		
\$1,403.11	\$11,939.88	9.8%	\$3,628.45

\$17,059.92	\$159,529.59	9.3%	\$32,173.32
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August			
Reported	Balance	Progress Rate	Reported
	0		
	0		
	0		
	0		
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	0		
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important trends observed in the table above.

<i>and Budget Management:</i>	<i>Site Visit Notes on Progre</i>
	Finding:

nds and most of the Federal MIPPA funds. The SHIP	The DC SHIP George Washington University
	Corrective Action:
	N/A
	Corrective Actions Planned:
	N/A

imited past due date

ntered. The GWU HICP services are critical to reducing prescription drug and medical care costs in the Health Law clinic to answer hotline calls. The students are essential to the program because the site visit without any plans to sustain it. However, GWU agreed that it would continue to admit alls after the Fall semester when the students are gone.

GRAM	SITE VISIT	
Score (1 point = 0.27%)	Site Visit Check List	Score (1 point = 2%)
30	100%	20

29	98%	19
28	96%	18
27	94%	17
26	92%	16
25	90%	15
24	88%	14
23	86%	13
22	84%	12
21	82%	11
20	80%	10
19	78%	9
18	76%	8
17	74%	7
16	72%	6
15	70%	5
0	Below 70%	0

Service Category	Question No.	Question
Personnel	1	Are written personnel policies and procedures available?
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?
Personnel	4	Staffing pattern in line with (matches current) budget plan?
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?
Personnel	6	Staff certifications and licenses are current and evident in the employee file?
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?
Personnel	8	Staff development program includes training?
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?
Personnel	12	Is the up-to-date organization chart available?

Service Category	Question No.	Question
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?
Financial	14	Were the accounting records readily available?

Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?
Financial	17	Are participants' contributions recorded and expended for the program?
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?
Financial	21	Were written procurement policies and procedures readily available?
Financial	22	Did it state clear specifications on request for bids and/or competition process?
Financial	23	Were files maintained for all purchases?
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?

Service Category	Question No.	Question
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?
Administration And Reports	28	Is it used?

Service Category	Question No.	Question
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?
Facility	30	Is there adequate space for conducting program activities?
Facility	31	Is there space for providing confidential counseling sessions for seniors?
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?

Facility	33	Evidence of employee orientation to policies and drug awareness program?
Facility	34	Crime reduction hot spot plan is implemented?
Facility	35	Are business operations sections separated from the service provision areas?
Facility	36	Is there an up-to-date emergency preparedness plan available?

Service Category	Question No.	Question
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?
General Service Delivery	53	Is organization receiving positive scores on Grade DC?
General Service Delivery	54	Is the organization involved in community outreach and public education activities?
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.

Service Category	Question No.	Question
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?
Case Management	57	Does the agency assess the need for and initiate protective arrangements?
Case Management	58	Does the agency participate as a member of the participant's plan of care team?
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?

Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?

Service Category	Question No.	Question
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?

Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?

Service Category	Question No.	Question
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?
Congregate Meal	88	Are meals served as planned and delivered?

Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?

Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?

Service Category	Question No.	Question
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?

Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?

Service Category	Question No.	Question
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?
Health Promotion	118	Does the agency implement and report all sessions accurately?
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?

Service Category	Question No.	Question
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;
Home Delivered Meals	123	Are arrangements made for delivery of meals?
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?

Service Category	Question No.	Question
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?
Recreation Socialization	130	Are all recreation and socialization activities supervised?

Service Category	Question No.	Question
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?

Service Category	Question No.	Question
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:
Nutrition Counseling	135	Appropriate healthcare providers are contacted;
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;

Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?
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Service Category	Question No.	Question
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?

Service Category	Question No.	Question
General Service Delivery	146	Are there waiting lists for agency services?
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?

Yes	No	N/A	Comment
1			Yes at University HR-Law School
1			
1			
1			
		1	No access
		1	
1			
1			
1			
1			
1			
1			
10	0		

Yes	No	N/A	Comment
1			Located at Univ. offices in Ashburn VA.
	1		

		1	
1			
		1	
1			
1			
1			
		1	
		1	
		1	
		1	
5	1		

Yes	No	N/A	Comment
1			
		1	
1			
1			
3	0		

Yes	No	N/A	Comment
1			
1			
1			
		1	

		1	
		1	
1			
1			
5	0		

Yes	No	N/A	Comment
1			
		1	
		1	HICP uses the ACL database for reporting client data.
1			
1			
1			
1			
	1		
		1	
1			
1			

0	0		

Yes	No	N/A	Comment
-	-	-	-

0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
-	-	-	-

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____ Verify Age: _____

	Extremely satisfied	Moderately satisfied
Please rank your level of satisfaction with the quality of meals at this facility		
Please rank your level of satisfaction with the delivery of meals at this facility		
Please rank your level of satisfaction with the quality of program activities at this facility		
Please rank your level of satisfaction with the delivery of program activities at this facility		

Name: _____ Verify Age: _____

	Extremely satisfied	Moderately satisfied
Please rank your level of satisfaction with the quality of meals at this facility		
Please rank your level of satisfaction with the delivery of meals at this facility		
Please rank your level of satisfaction with the quality of program activities at this facility		
Please rank your level of satisfaction with the delivery of program activities at this facility		

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist: YES / NO

No

How long will it take to enroll those on the list:

Sit

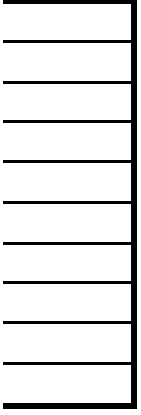
Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	100%	11
Financial	100%	12
Administration And Reports	100%	4
Facility	100%	8
General Service Delivery	100%	19
Case Management	100%	14
Comprehensive Assessment	100%	9
Congregate Meal	100%	23
Counseling	100%	11
Health Promotion	100%	6
Home Delivered Meals	60%	3
Recreation Socialization	100%	5
Weekend Home Delivered Meals	100%	2
Nutrition Counseling	100%	5
Nutrition Education	100%	3
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	99%	135

te Visit Notes:

Non-Compliance	TOTAL Questions
0	11
0	12
0	4
0	8
0	19
0	14
0	9
0	23
0	11
0	6
2	5
0	5
0	2
0	5
0	3
2	137

ics, senior



**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: Mary's Center
 Grant Title: Hattie Holmes Senior Wellness Center
 Grantee Address: 324 Kennedy St. NW 20011
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: \$373,747
 Local/District Grant Amount: \$344,725
 Federal Grant Amount: \$16,442

Date of visit: 2/23/2018
 Total Score for the visit: 70 / 100
 Grantee #: _____
 PO#: PO573376

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	November 15, 2017	November 24, 2017	November 24, 2017	9	December 15, 2017	December 30, 2017	December 30, 2017	15	January 16, 2018	January 24, 2018	January 24, 2018	8
M1	November 20, 2017	November 24, 2017	November 24, 2017	4	December 20, 2017	December 30, 2017	December 30, 2017	10	January 20, 2018	January 24, 2018	January 24, 2018	4
CURT (page 40) Q & Y (page 59)	November 30, 2017	November 24, 2017	November 24, 2017	-6	December 30, 2017	December 30, 2017	December 30, 2017	0	January 31, 2018	January 24, 2018	January 24, 2018	-7

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion	\$344,725.00		\$16,736.85	\$327,988.15	4.9%	\$22,821.33	\$305,166.82	11.4%	\$36,241.92	\$268,924.90	22.0%	\$75,800.10	22.0%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IID	\$29,022.00					\$737.42	\$28,284.58	2.5%	\$560.00	\$27,724.58	5.4%	\$1,297.42	4.5%
Total	\$373,747.00		\$16,736.85	\$327,988.15	4.5%	\$23,558.75	\$304,429.40	6.3%	\$36,801.92	\$296,649.48	9.8%	\$77,097.52	20.6%

Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Health & Wellness	15,061 36.9%	5,554	9,507	36.9%	0	9,507	0.0%	0	9,507	0.0%	5,554	12.3%
Health Promotion	7,468 45.6%	2,505	4,963	33.5%	498	4,465	6.7%	402	4,063	5.4%	3,405	15.2%
Recreation and Socialization	2,569 55.5%	1,138	1,431	44.3%	289	1,142	11.2%	0	1,142	0.0%	1,427	18.5%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding: <i>October's M1; CURT; CSTAR reports have all been submitted and processed</i>	Finding: <i>Current funding allocated for Nutritionist position requires reallocation</i>	Finding: <i>On target with performance goals and objectives</i>
Deficiencies: <i>CURT reports have been late each month for the 1st quarter</i>	Deficiencies:	Deficiencies:
Corrective Actions Planned: <i>Provide PD with advance notification regarding deadline for submission</i>	Corrective Actions Planned:	Corrective Actions Planned:

Score Card	Assigned Weight	Raw Score (Points)	
Reporting	20%	5	Average Day Reports submitted past due date
Budget & Finance	30%	30	Average Burn Rate
Program Progress	30%	15	Average Progress Rate
Site Visit	20%	20	Total Site Visit Score

Total Score (Points): 70 /100

Final Notes: Please write your overall evaluation of the site visit

My overall evaluation site visit to Hattie Holmes Senior Wellness Center was very informative. The Project Director informed me of the new outreach opportunities provided to the senior member this fiscal year. The additional support providing on behalf of the volunteer nutritionist during staff vacancy

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?		1		Nutritionist position vacant since 2/16/2018. Mary's Center has conduct interviews and have a potential candidate for the position
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?		1		During Site Visit it was discovered the Nutritionist did not possess valid licensure
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			AED Training, 10/17/2017, Data Collection 11/17/2017, Untold Research 12/15/2017
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			Nutritionist did not possess valid Nutritionist/ Dietician license. Expired certifications
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			Program Director is required to submit a
Financial	21	Were written procurement policies and procedures readily available?	1			
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	
Financial	23	Were files maintained for all purchases?	1			Contractors and program staff supply receipts were made available upon request
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Staff and consultants Timesheets, invoices and proof of payments were recorded and locked in file cabinet
Administration And Reports	28	Is it used?	1			
			1	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?		1		Soiled carpet throughout center. Unsecure doors in rear of facility

Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			Mary's Center requires staff to attend and acknowledge drug safety rules and regulation. Staff are randomly drug tested. Annual certification in personnel files
Facility	34	Crime reduction hot spot plan is implemented?		1		
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			Shelter in place and evacuation signs posted throughout the center
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?			0	Located at Mary's Center Headquarter
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Program and Service Satisfaction surveys conducted semi-annual in the months of March & September for Performance Goals and Outcome Measures
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			

General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			10 active volunteers & 40 volunteer hours for 1st quarter.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			Volunteers are screened annually
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			Staff members refer clients to Ward 4 Lead Agency and Mary's Center for additional resources
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			During orientation, Hattie Holmes staff access new members and provide a comprehensive plan while attending the center
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			Project Director discloses Participants contributions on a quarterly basis at members assembly meetings as well as the center calendar
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?			1	
Case Management	57	Does the agency assess the need for and initiate protective arrangements?			1	
Case Management	58	Does the agency participate as a member of the participant's plan of care team?			1	
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?			1	
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?			1	
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?			1	
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?			1	
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?			1	
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?			1	
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?			1	
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:			1	
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?			1	
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?			1	
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?			1	
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			A social worker from Mary's Center is onsite at the center twice a week

Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			Members are required to be re-assessed annually
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?			1	
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?			1	
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?			1	
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.			1	
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?			1	
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?			1	
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?			1	
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?			1	
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?			1	
Congregate Meal	88	Are meals served as planned and delivered?			1	
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?			1	

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?			1	
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?			1	
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?			1	
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?			1	
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?			1	
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?			1	
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?			1	
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?			1	
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?			1	
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?			1	
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?			1	
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			

Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			Staff informs members that a social worker is available upon request
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			Staff refer member or family member to the Lead Agency
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?		1		A strong recommendation was provided in Site Visit report
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			The center have inspirational sessions, how to detect depression sessions, Meal Planning, Lifestyle changes
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			10	1		

#VALUE!

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			Calendars are available at the beginning of each month
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	1	-	-	The Project Director will provide the Grant Monitor with an incident report and reach out to the lead agency for intervention
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			Nutritional Education sessions are held weekly
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			Nutritional information is distributed and available at the information station
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: Thomas Hanver	Verify Age: <input type="text" value="75"/>	Date of last intake: <input type="text" value="11/8/2017"/>	Date of last nutrition screen: <input type="text" value="11/8/2017"/>		
			Date of medical clearance form: <input type="text" value="11/8/2017"/>		
			Date of last fitness waiver: <input type="text" value="11/8/2017"/>		
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					Member indicated that he does not eat lunch at the center
Please rank your level of satisfaction with the delivery of meals at this facility			X		
Please rank your level of satisfaction with the quality of program activities at this facility	X				
Please rank your level of satisfaction with the delivery of program activities at this facility	X				

Name: Barbara Jenkins	Verify Age: <input type="text" value="82"/>	Date of last intake: <input type="text" value="3/11/2017"/>	Date of last nutrition screen: <input type="text" value="3/11/2017"/>		
			Date of medical clearance form: <input type="text" value="3/11/2017"/>		
			Date of last fitness waiver: <input type="text" value="3/11/2017"/>		
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility		X			
Please rank your level of satisfaction with the delivery of meals at this facility		X			
Please rank your level of satisfaction with the quality of program activities at this facility	X				
Please rank your level of satisfaction with the delivery of program activities at this facility	X				

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
N/A	
How long will it take to enroll those on the list:	
NA	

Please describe your outreach efforts

Site Visit Notes:

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	11	0	11
Financial	69%	9	0	13
Administration And Reports	100%	4	0	4
Facility	88%	7	2	8
General Service Delivery	95%	18	0	19
Case Management	100%	1	0	1
Comprehensive Assessment	0%	0	0	0
Congregate Meal	0%	0	0	0
Counseling	90%	9	1	10
Health Promotion	100%	6	0	6
Home Delivered Meals	0%	0	0	0
Recreation Socialization	100%	4	0	4
Weekend Home Delivered Meals	0%	0	0	0
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	3	0	3
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor				
Total Site Visit Score	92%	78	3	85

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: Mary's Center
 Grant Title: Hattie Holmes Senior Wellness Center
 Grantee Address: 324 Kennedy St. NW 20011
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 373747
 Local/District Grant Amount: 344725
 Federal Grant Amount: 16442

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573376

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)
 Audit

January				February				March			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 15, 2018	February 15, 2018	February 15, 2018		March 15, 2018	March 15, 2018	March 15, 2018		April 14, 2018	April 14, 2018	April 14, 2018	0
February 20, 2018	February 20, 2018	February 20, 2018		March 20, 2018	March 20, 2018	March 20, 2018		April 20, 2018	April 20, 2018	April 20, 2018	0
February 28, 2018	February 28, 2018	February 28, 2018		March 31, 2018	March 31, 2018	March 31, 2018		April 28, 2018	April 28, 2018	April 28, 2018	0
								April 20, 2018	April 20, 2018	April 20, 2018	0
								March 30, 2018	March 30, 2018	March 30, 2018	0

Finance and Budget Management:

Local/District Funds	FY 18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	January			February			March			QUARTER 2	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Senior Services	\$344,725.00	\$75,800.10	22.0%	\$25,926.17	\$242,998.73	29.0%	\$27,239.87	\$215,758.86	37.4%	\$21,126.76	\$194,632.10	43.5%	\$150,092.90	36.7%
	\$ 344,725.00	\$0.00												
Federal Funds	FY 18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IIID	\$29,022.00		0.0%	\$1,041.00	\$26,683.58	8.0%	\$1,357.12	\$25,326.46	12.7%	\$1,825.55	\$23,500.91	19.0%	\$5,521.09	13.3%
	\$ 29,022.00	\$1,297.42	4.5%	\$ 1,041.00	\$0.00			\$0.00			\$0.00			
Total	\$373,747.00	\$77,097.52	26%	\$26,967.17	\$269,682.31	37.0%	\$28,596.99	\$241,085.32	50.1%	\$22,952.31	\$218,133.01	62.6%	\$155,613.99	49.9%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	January			February			March			QUARTER 2		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	9,507	0.0%	0	9,507	0.0%	0	9,507	0.0%	0	0.0%
Health Promotion	7,468	3,405	46%	0	4,063	0.0%	0	4,063	0.0%	0	4,063	0.0%	0	0.0%
Recreation and Socialization	2,569	1,427	56%	0	1,142	0.0%	0	1,142	0.0%	0	1,142	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	49.90%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): 50 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: Mary's Center
 Grant Title: Hattie Holmes Senior Wellness Center
 Grantee Address: 324 Kennedy St. NW 20011
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: \$373,747
 Local/District Grant Amount: \$344,725
 Federal Grant Amount: \$29,022

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: _____
 PO#: 573376

*Presite form: Please fill in data each month while processsing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018	May 15, 2018	May 15, 2018	0	June 15, 2018	June 15, 2018	June 15, 2018	0	July 14, 2018	July 14, 2018	July 14, 2018	0
May 19, 2018	May 19, 2018	May 19, 2018	0	June 20, 2018	June 20, 2018	June 20, 2018	0	July 20, 2018	July 20, 2018	July 20, 2018	0
May 31, 2018	May 31, 2018	May 31, 2018	0	June 30, 2018	June 30, 2018	June 30, 2018	0	July 30, 2018	July 30, 2018	July 30, 2018	0
								July 20, 2018	July 20, 2018	July 20, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Senior Services	\$344,725.00	\$150,092.90	36.7%	\$25,273.37	\$169,358.73	50.9%	\$25,998.72	\$143,360.01	58.4%	\$30,845.73	\$112,514.28	67.4%	\$232,210.72	
	\$344,725.00													
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IIID	\$29,022.00	\$5,521.09	13.3%	\$2,035.54	\$21,465.37	26.0%	\$3,125.55	\$18,339.82	36.8%	\$1,905.55	\$16,434.27		\$12,587.73	31.4%
	\$29,022.00													
Total	\$373,747.00	\$155,613.99	50.0%	\$27,308.91	\$190,824.10	48.9%	\$29,124.27	\$161,699.83	56.7%	\$32,751.28	\$128,948.55	65.5%	\$244,798.45	57.1%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	9,507	0.0%	0	9,507	0.0%	0	9,507	0.0%	0	0.0%
Health Promotion	7,468	3,405	46%	0	4,063	0.0%	0	4,063	0.0%	0	4,063	0.0%	0	0.0%
Recreation and Socialization	2,569	1,427	56%	0	1,142	0.0%	0	1,142	0.0%	0	1,142	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	57.06%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): 50 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: Mary's Center
 Grant Title: Hattie Holmes Senior Wellness Center
 Grantee Address: 324 Kennedy St. NW 20011
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: \$373,747
 Local/District Grant Amount: \$344,725
 Federal Grant Amount: \$29,022

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: _____
 PO#: PO573376

*Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018	August 15, 2018	August 15, 2018	0	September 15, 2018	September 15, 2018	September 15, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 21, 2018	August 21, 2018	August 21, 2018		September 20, 2018	September 20, 2018	September 20, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 30, 2018	August 30, 2018	August 30, 2018	0	September 30, 2018	September 30, 2018	September 30, 2018	0	October 31, 2018	October 31, 2018	October 31, 2018	0
								October 15, 2018	October 15, 2018	October 15, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4		
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Senior Services	\$344,725.00	\$232,210.00	67.4%	\$37,822.33	\$74,692.67	78.3%	\$22,080.43	\$52,612.24	84.7%	\$41,692.13	\$10,920.11				81.5%
	\$344,725.00														
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Title IIID	\$29,022.00	\$12,587.73	43.4%	\$2,858.32	\$15,446.05	53.2%	\$2,557.17	\$12,888.88	62.0%	\$7,917.81	\$3,100.97				
	\$ 29,022.00														
Total	\$373,747.00	\$244,797.73	65.5%	\$40,680.65	\$128,949.27	76.4%	\$24,637.60	\$63,631.02	83.0%	\$49,609.94	\$14,021.08	20.3%	\$0.00	59.9%	

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	15,061	0.0%	0	15,061	0.0%	0	15,061	0.0%	0	0.0%
Health Promotion	7,468	3,405	46%	0	1,914	0.0%	0	1,914	0.0%	0	1,914	0.0%	0	0.0%
Recreation and Socialization	2,569	1,427	56%	0	-836	0.0%	0	-836	0.0%	0	-836	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	0
Budget & Finance	30%	30	59.87%
Program Progress	30%	0	0.0%
Site Visit	20%	#DIV/0!	#DIV/0!

Average Day Reports submitted past due date
Average Burn Rate
Average Progress Rate
Total Site Visit Score

Total Score (Points): #DIV/0! /100

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?			1	Ask Ann Richardson
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				

Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				

General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				

Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				

0 0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				

Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:			-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?			1	
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;			1	
Home Delivered Meals	123	Are arrangements made for delivery of meals?			1	
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?			1	
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:		-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age:				
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Extremely satisfied</td> <td style="padding: 5px;">Moderately satisfied</td> </tr> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>	Extremely satisfied	Moderately satisfied		
Extremely satisfied	Moderately satisfied				
Please rank your level of satisfaction with the delivery of meals at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>				
Please rank your level of satisfaction with the quality of program activities at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>				
Please rank your level of satisfaction with the delivery of program activities at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>				

Name: _____	Verify Age:				
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Extremely satisfied</td> <td style="padding: 5px;">Moderately satisfied</td> </tr> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>	Extremely satisfied	Moderately satisfied		
Extremely satisfied	Moderately satisfied				
Please rank your level of satisfaction with the delivery of meals at this facility	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 50px; height: 20px;"></td> <td style="width: 50px; height: 20px;"></td> </tr> </table>				
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Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

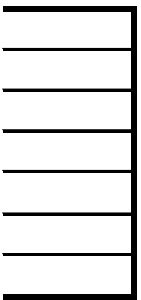
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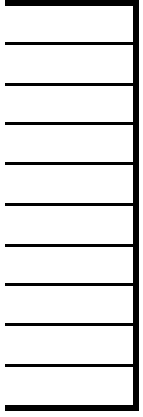
Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Case Management	#DIV/0!	0
Comprehensive Assessment	#DIV/0!	0
Congregate Meal	#DIV/0!	0
Counseling	#DIV/0!	0
Health Promotion	#DIV/0!	0
Home Delivered Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Weekend Home Delivered Meals	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	#DIV/0!	0

ite Visit Notes:

Non-Compliance	TOTAL Questions
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
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0	0
0	0





**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: Howard University
 Grant Title: Hayes SWC
 Grantee Address: 500 K. Street NE 20002
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: \$667,751
 Local/District Grant Amount: \$0
 Federal Grant Amount: \$0

Date of visit: 2/23/2018
 Total Score for the visit: 63 / 100
 Grantee #: _____
 PO#: PO573383

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	November 15, 2017	November 24, 2017	November 24, 2017	9	December 15, 2017	December 30, 2017	December 30, 2017	15	January 16, 2018	January 24, 2018	January 24, 2018	8
M1	November 20, 2017	November 24, 2017	November 24, 2017	4	December 20, 2017	December 30, 2017	December 30, 2017	10	January 20, 2018	January 24, 2018	January 24, 2018	4
CURT (page 40) Q & Y (page 59)	November 30, 2017	November 24, 2017	November 24, 2017	-6	December 30, 2017	December 30, 2017	December 30, 2017	0	January 31, 2018	January 24, 2018	January 24, 2018	-7

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion	\$667,751.00		\$8,353.57	\$659,397.43	1.3%	\$16,693.86	\$642,703.57	11.4%	\$17,812.91	\$624,890.66	22.0%	\$42,860.34	6.4%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00					\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	5.4%	\$0.00	#DIV/0!
	\$0.00					\$0.00			\$0.00	\$0.00		\$0.00	
Total	\$667,751.00		\$8,353.57	\$659,397.43	1.3%	\$16,693.86	\$642,703.57	2.5%	\$17,812.91	\$624,890.66	2.7%	\$42,860.34	6.4%

Program and Performance Progress:

	Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Health & Wellness	15,061	36.9%	5,554	9,507	36.9%	0	9,507	0.0%	0	9,507	0.0%	5,554	12.3%
Evidence Based	7,468	45.6%	2,505	4,963	33.5%	498	4,465	6.7%	402	4,063	5.4%	3,405	15.2%
Nutrition	2,569	55.5%	1,138	1,431	44.3%	289	1,142	11.2%	0	1,142	0.0%	1,427	18.5%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding: <i>October's M1; CURT; CSTAR reports have all been submitted and processed</i>	Finding: <i>Current funding allocated for Nutritionist position requires reallocation</i>	Finding: <i>On target with performance goals and objectives</i>
Deficiencies: <i>CURT reports have been late each month for the 1st quarter</i>	Deficiencies:	Deficiencies:
Corrective Actions Planned: <i>Provide PD with advance notification regarding deadline for submission</i>	Corrective Actions Planned:	Corrective Actions Planned:

Score Card	Assigned Weight	Raw Score (Points)	
Reporting	20%	5	Average Day Reports submitted past due date
Budget & Finance	30%	23	Average Burn Rate
Program Progress	30%	15	Average Progress Rate
Site Visit	20%	20	Total Site Visit Score

Total Score (Points): 63 /100

Final Notes: Please write your overall evaluation of the site visit

My overall evaluation site visit to Hattie Holmes Senior Wellness Center was very informative. The Project Director informed me of the new outreach opportunities provided to the senior member this fiscal year. The additional support providing on behalf of the volunteer nutritionist during staff vacancy

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?		1		Nutritionist position vacant since 2/16/2018. Mary's Center has conduct interviews and have a potential candidate for the position
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?		1		During Site Visit it was discovered the Nutritionist did not possess valid licensure
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			AED Training, 10/17/2017, Data Collection 11/17/2017, Untold Research 12/15/2017
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			Nutritionist did not possess valid Nutritionist/ Dietician license. Expired certifications
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			Program Director is required to submit a
Financial	21	Were written procurement policies and procedures readily available?	1			
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	
Financial	23	Were files maintained for all purchases?	1			Contractors and program staff supply receipts were made available upon request
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Staff and consultants Timesheets, invoices and proof of payments were recorded and locked in file cabinet
Administration And Reports	28	Is it used?	1			
			1	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?		1		Soiled carpet throughout center. Unsecure doors in rear of facility

Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			Mary's Center requires staff to attend and acknowledge drug safety rules and regulation. Staff are randomly drug tested. Annual certification in personnel files
Facility	34	Crime reduction hot spot plan is implemented?		1		
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			Shelter in place and evacuation signs posted throughout the center
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?			0	Located at Mary's Center Headquarter
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Program and Service Satisfaction surveys conducted semi-annual in the months of March & September for Performance Goals and Outcome Measures
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			

General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			10 active volunteers & 40 volunteer hours for 1st quarter.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			Volunteers are screened annually
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			Staff members refer clients to Ward 4 Lead Agency and Mary's Center for additional resources
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			During orientation, Hattie Holmes staff access new members and provide a comprehensive plan while attending the center
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			Project Director discloses Participants contributions on a quarterly basis at members assembly meetings as well as the center calendar
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?			1	
Case Management	57	Does the agency assess the need for and initiate protective arrangements?			1	
Case Management	58	Does the agency participate as a member of the participant's plan of care team?			1	
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?			1	
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?			1	
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?			1	
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?			1	
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?			1	
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?			1	
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?			1	
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:			1	
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?			1	
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?			1	
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?			1	
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			A social worker from Mary's Center is onsite at the center twice a week

Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			Members are required to be re-assessed annually
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?			1	
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?			1	
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?			1	
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.			1	
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?			1	
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?			1	
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?			1	
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?			1	
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?			1	
Congregate Meal	88	Are meals served as planned and delivered?			1	
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?			1	

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?			1	
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?			1	
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?			1	
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?			1	
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?			1	
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?			1	
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?			1	
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?			1	
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?			1	
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?			1	
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?			1	
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			

Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			Staff informs members that a social worker is available upon request
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			Staff refer member or family member to the Lead Agency
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?		1		A strong recommendation was provided in Site Visit report
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			The center have inspirational sessions, how to detect depression sessions, Meal Planning, Lifestyle changes
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			10	1		

#VALUE!

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			Calendars are available at the beginning of each month
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	1	-	-	The Project Director will provide the Grant Monitor with an incident report and reach out to the lead agency for intervention
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			Nutritional Education sessions are held weekly
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			Nutritional information is distributed and available at the information station
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: Thomas Hanver	Verify Age: <input type="text" value="75"/>	Date of last intake: <input type="text" value="11/8/2017"/>			
		Date of last nutrition screen: <input type="text" value="11/8/2017"/>			
		Date of medical clearance form: <input type="text" value="11/8/2017"/>			
		Date of last fitness waiver: <input type="text" value="11/8/2017"/>			
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					Member indicated that he does not eat lunch at the center
Please rank your level of satisfaction with the delivery of meals at this facility			X		
Please rank your level of satisfaction with the quality of program activities at this facility	X				
Please rank your level of satisfaction with the delivery of program activities at this facility	X				

Name: Barbara Jenkins	Verify Age: <input type="text" value="82"/>	Date of last intake: <input type="text" value="3/11/2017"/>			
		Date of last nutrition screen: <input type="text" value="3/11/2017"/>			
		Date of medical clearance form: <input type="text" value="3/11/2017"/>			
		Date of last fitness waiver: <input type="text" value="3/11/2017"/>			
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility		X			
Please rank your level of satisfaction with the delivery of meals at this facility		X			
Please rank your level of satisfaction with the quality of program activities at this facility	X				
Please rank your level of satisfaction with the delivery of program activities at this facility	X				

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
N/A	
How long will it take to enroll those on the list:	
NA	

Please describe your outreach efforts

Site Visit Notes:

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	11	0	11
Financial	69%	9	0	13
Administration And Reports	100%	4	0	4
Facility	88%	7	2	8
General Service Delivery	95%	18	0	19
Case Management	100%	1	0	1
Comprehensive Assessment	0%	0	0	0
Congregate Meal	0%	0	0	0
Counseling	90%	9	1	10
Health Promotion	100%	6	0	6
Home Delivered Meals	0%	0	0	0
Recreation Socialization	100%	4	0	4
Weekend Home Delivered Meals	0%	0	0	0
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	3	0	3
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor				
Total Site Visit Score	92%	78	3	85

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: Howard University
 Grant Title: Hayes SWC
 Grantee Address: 500 K. Street NE 20002
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 667751
 Local/District Grant Amount: _____
 Federal Grant Amount: 0

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573383

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)
 Audit

January				February				March			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 15, 2018	February 15, 2018	February 15, 2018		March 15, 2018	March 15, 2018	March 15, 2018		April 14, 2018	April 14, 2018	April 14, 2018	0
February 20, 2018	February 20, 2018	February 20, 2018		March 20, 2018	March 20, 2018	March 20, 2018		April 20, 2018	April 20, 2018	April 20, 2018	0
February 28, 2018	February 28, 2018	February 28, 2018		March 31, 2018	March 31, 2018	March 31, 2018		April 28, 2018	April 28, 2018	April 28, 2018	0
								April 20, 2018	April 20, 2018	April 20, 2018	0
								March 30, 2018	March 30, 2018	March 30, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	January			February			March			QUARTER 2	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion/Disease Prevention	\$667,751.00	\$42,860.34	22.0%	\$21,656.55	\$603,234.11	29.0%	\$18,168.31	\$585,065.80	12.4%	\$37,371.21	\$547,694.59	18.0%	\$120,056.41	19.8%
		\$0.00												
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	
Total	\$667,751.00	\$42,860.34	6%	\$21,656.55	\$603,234.11	9.7%	\$18,168.31	\$585,065.80	12.4%	\$37,371.21	\$547,694.59	18.0%	\$120,056.41	13.3%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	January			February			March			QUARTER 2		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	9,507	0.0%	0	9,507	0.0%	0	9,507	0.0%	0	0.0%
Evidence Based	7,468	3,405	46%	0	4,063	0.0%	0	4,063	0.0%	0	4,063	0.0%	0	0.0%
Nutrition	2,569	1,427	56%	0	1,142	0.0%	0	1,142	0.0%	0	1,142	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	13.34%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): 50 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: Howard University
 Grant Title: Hayes SWC
 Grantee Address: 500 K. Street NE 20002
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 667751
 Local/District Grant Amount: _____
 Federal Grant Amount: 0

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573383

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018	May 15, 2018	May 15, 2018	0	June 15, 2018	June 15, 2018	June 15, 2018	0	July 14, 2018	July 14, 2018	July 14, 2018	0
May 19, 2018	May 19, 2018	May 19, 2018	0	June 20, 2018	June 20, 2018	June 20, 2018	0	July 20, 2018	July 20, 2018	July 20, 2018	0
May 31, 2018	May 31, 2018	May 31, 2018	0	June 30, 2018	June 30, 2018	June 30, 2018	0	July 30, 2018	July 30, 2018	July 30, 2018	0
								July 20, 2018	July 20, 2018	July 20, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Senior Services	\$667,751.00	\$120,056.41	36.7%	\$25,539.71	\$522,154.88	21.8%	\$80,699.76	\$441,455.12	33.9%	\$86,009.06	\$355,446.06	46.8%	\$312,304.94	
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IIID	\$0.00	\$0.00	13.3%	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	
Older Blind	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$ -	\$0.00			\$0.00		\$0.00	
Total	\$667,751.00	\$120,056.41	50.0%	\$25,539.71	\$522,154.88	21.8%	\$80,699.76	\$441,455.12	33.9%	\$86,009.06	\$355,446.06	46.8%	\$312,304.94	34.2%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	9,507	0.0%	0	9,507	0.0%	0	9,507	0.0%	0	0.0%
Evidence Based	7,468	3,405	46%	0	4,063	0.0%	0	4,063	0.0%	0	4,063	0.0%	0	0.0%
Nutrition	2,569	1,427	56%	0	1,142	0.0%	0	1,142	0.0%	0	1,142	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	34.15%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): 50 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: Howard University
 Grant Title: Hayes SWC
 Grantee Address: 500 K. Street NE 20002
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 667751
 Local/District Grant Amount: _____
 Federal Grant Amount: 0

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573383

Presite form: Please fill in data each month while processinging MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018	August 15, 2018	August 15, 2018	0	September 15, 2018	September 15, 2018	September 15, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 21, 2018	August 21, 2018	August 21, 2018		September 20, 2018	September 20, 2018	September 20, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 30, 2018	August 30, 2018	August 30, 2018	0	September 30, 2018	September 30, 2018	September 30, 2018	0	October 31, 2018	October 31, 2018	October 31, 2018	0
								October 15, 2018	October 15, 2018	October 15, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Senior Services	\$667,751.00	\$312,304.94	46.8%	\$22,624.03	\$332,822.03	50.2%	\$67,701.49	\$265,120.54	60.3%	\$242,105.45	\$23,015.09	96.6%	\$644,735.91	69.0%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$0.00	
Total	\$667,751.00	\$312,304.94	46.8%	\$22,624.03	\$332,822.03	50.2%	\$67,701.49	\$265,120.54	60.3%	\$242,105.45	\$23,015.09		\$0.00	55.2%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	15,061	0.0%	0	15,061	0.0%	0	15,061	0.0%	0	0.0%
Evidence Based	7,468	3,405	46%	0	1,914	0.0%	0	1,914	0.0%	0	1,914	0.0%	0	0.0%
Nutrition	2,569	1,427	56%	0	-836	0.0%	0	-836	0.0%	0	-836	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	0
Budget & Finance	30%	30	55.23%
Program Progress	30%	0	0.0%
Site Visit	20%	#DIV/0!	#DIV/0!

Average Day Reports submitted past due date
Average Burn Rate
Average Progress Rate
Total Site Visit Score

Total Score (Points): #DIV/0! /100

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?			1	Ask Ann Richardson
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				

Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				

General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				

Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				

0 0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				

Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:			-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?			1	
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;			1	
Home Delivered Meals	123	Are arrangements made for delivery of meals?			1	
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?			1	
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:		-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

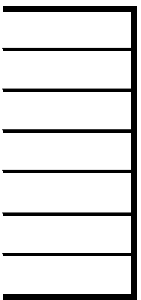
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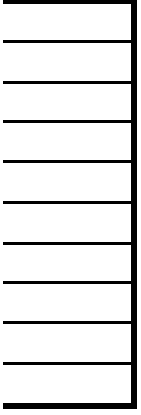
Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Case Management	#DIV/0!	0
Comprehensive Assessment	#DIV/0!	0
Congregate Meal	#DIV/0!	0
Counseling	#DIV/0!	0
Health Promotion	#DIV/0!	0
Home Delivered Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Weekend Home Delivered Meals	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	#DIV/0!	0

ite Visit Notes:

Non-Compliance	TOTAL Questions
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0





**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Iona Senior Services
 Grant Title: FY18 Senior Village Competitive Grant
 Grantee Address: 4125 Abermarle St. NW
 Grant Monitor Name: Phil Hashey

Grant Period: 11/21/2017-9/30/2018
 Total Grant Amount: \$12,040
 Local/District Grant Amount: \$12,040
 Federal Grant Amount: \$0

Date of visit: 5/3/2018
 Total Score for the visit: 70 / 100
 Grantee #: IONATS-3-18
 PO#: 576318

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice M1 CURT (page 40) Q & Y (page 59)	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	November 15, 2017				December 15, 2017				January 16, 2018			
	November 21, 2017				December 20, 2017				January 20, 2018			
	November 30, 2017				December 30, 2017				January 31, 2018			
									January 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$3,536.00	0.0%	\$0.00	\$3,536.00	0.0%	\$0.00	\$3,536.00	0.0%	\$0.00	\$3,536.00	0.0%	\$0.00	0.0%
Travel	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Occupancy	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
Communication	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
Supplies/Equipments	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Other Directs	\$8,150.00	0.0%	\$0.00	\$8,150.00	0.0%	\$0.00	\$8,150.00	0.0%	\$0.00	\$8,150.00	0.0%	\$0.00	0.0%
Indirect/Overhead	\$354.00	0.0%	\$0.00	\$354.00	0.0%	\$0.00	\$354.00	0.0%	\$0.00	\$354.00	0.0%	\$0.00	0.0%
	\$12,040.00	0	\$0.00	\$12,040.00	0.0%	\$0.00	\$12,040.00	0.0%	\$0.00	\$12,040.00	0.0%	\$0.00	0.0%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
N/A													
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
Total	\$12,040.00	0	\$0.00	\$12,040.00	0.0%	\$0.00	\$12,040.00	0.0%	\$0.00	\$12,040.00	0.0%	\$0.00	0.0%

Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

This grant funds two Age Well Programs for LGBTQ seniors. The grantee structured the grant to expend funds during the two months (April and May) that the Age Well programming was held. There were zero expenditures of DCOA grant funds during Q1 and Q2. During the month of April, however, the grantee expended \$5,500 in funds. Grantee will need to increase expenditures slightly during the second session in order to expend all program funds.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding: Grantee has submitted CURT reports in a timely manner. M-1 and Quarterly Financial Reports have not been submitted for Q1 or Q2 as there were no program expenses during that time period.	Finding: There was no spending of DCOA grant funds in Q1 or Q2, so the average monthly burn rate is therefore zero from November through March. Program expenses began in April, and all work on the grant prior to that month was in-kind grantee expenditures for staffing and planning. April spending of \$5,500 puts grantee on track to expend all program funds.	Finding: Program progress is on track. 1 of 2 Age Well sessions has been held as of site visit.
Corrective Action: None, program expenditures are now on track.	Deficiencies: Zero burn rate through March 2018.	Corrective Actions Planned: None.
Recommendations: Submit M-1 and Quarterly Reports to document the remainder of program expenditures. Submit Budget revision if necessary for unexpended funds.	Corrective Actions Planned: Spend remainder of grant funds on the second Age Well session. Submit revision request if there are remaining funds. Increase spending levels slightly to	Recommendations: None.

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	Average Day Reports submitted past due date
Budget & Finance	30%	0	Average Burn Rate
Program Progress	30%	30	Average Progress Rate
Site Visit	20%	20	Total Site Visit Score

Total Score (Points): 70 /100

Final Notes: Please write your overall evaluation of the site visit

Recommendation: None.

KEY:	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20	
1	19	8.05	29	8.05	29	98%	19	
2	18	7.77	28	7.77	28	96%	18	
3	17	7.50	27	7.50	27	94%	17	
4	16	7.22	26	7.22	26	92%	16	
5	15	6.94	25	6.94	25	90%	15	
6	14	6.66	24	6.66	24	88%	14	
7	13	6.39	23	6.39	23	86%	13	
8	12	6.11	22	6.11	22	84%	12	
9	11	5.83	21	5.83	21	82%	11	
10	10	5.55	20	5.55	20	80%	10	
11	9	5.28	19	5.28	19	78%	9	
12	8	5.00	18	5.00	18	76%	8	
13	7	4.72	17	4.72	17	74%	7	
14	6	4.44	16	4.44	16	72%	6	
15	5	4.17	15	4.17	15	70%	5	
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				

Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				

General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				

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RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/>	Date of last nutrition screen: <input style="width: 40px;" type="text"/>	Date of medical clearance form: <input style="width: 40px;" type="text"/>	Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/>	Date of last nutrition screen: <input style="width: 40px;" type="text"/>	Date of medical clearance form: <input style="width: 40px;" type="text"/>	Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
How long will it take to enroll those on the list:	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	

Please describe your outreach efforts
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>

Site Visit Notes:

Finding: None

Deficiencies: None
Corrective Actions Planned: None

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	#DIV/0!	0	0	0
Financial	#DIV/0!	0	0	0
Administration And Reports	#DIV/0!	0	0	0
Facility	#DIV/0!	0	0	0
General Service Delivery	#DIV/0!	0	0	0
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#REF!	#REF!	#REF!	#REF!
Congregate Meal	#REF!	#REF!	#REF!	#REF!
Counseling	#REF!	#REF!	#REF!	#REF!
Health Promotion	#REF!	#REF!	#REF!	#REF!
Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Recreation Socialization	#REF!	#REF!	#REF!	#REF!
Weekend Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Nutrition Counseling	#REF!	#REF!	#REF!	#REF!
Nutrition Education	#REF!	#REF!	#REF!	#REF!
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#REF!	#REF!	#REF!	#REF!

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Iona Senior Services
Grant Title: FY18 Senior Village Competitive Grant
Grantee Address: 4125 Abermarle St. NW
Grant Monitor Name: Phil Hashey

Grant Period: 11/21/2017-9/30/2018
Total Grant Amount: 12040
Local/District Grant Amount: 12040
Federal Grant Amount: 0

Date of visit: _____
Total Score for the visit: 0 / 80
Grantee # IONATS-3-18
PO# 576318

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
M1
CURT (page 40)
Q & Y (page 59)
Audit

January				February				March			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 15, 2018				March 15, 2018				April 14, 2018			
February 20, 2018				March 20, 2018				April 20, 2018			
February 28, 2018	February 28, 2018	February 28, 2018	0	March 31, 2018	March 31, 2018	March 31, 2018	0	April 28, 2018	April 28, 2018	April 28, 2018	0
								April 20, 2018			
								March 31, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	January			February			March			QUARTER 2	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$3,536.00	\$0.00	0.0%	\$0.00	\$3,536.00	0.0%	\$0.00	\$3,536.00	0.0%	\$0.00	\$3,536.00	0.0%		0.0%
Travel	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%		
Occupancy	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
Communication	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
Supplies/Equipments	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%		
Other Directs	\$8,150.00	\$0.00	0.0%	\$0.00	\$8,150.00	0.0%	\$0.00	\$8,150.00	0.0%	\$0.00	\$8,150.00	0.0%		0.0%
Indirect/Overhead	\$354.00	\$0.00	0.0%	\$0.00	\$354.00	0.0%	\$0.00	\$354.00	0.0%		\$354.00			0.0%
	\$ 12,040.00	\$0.00	0.0%	\$ -	\$12,040.00	0.0%	\$ -	\$12,040.00	0.0%	\$ -	\$12,040.00	0.0%	\$ -	0.0%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	
Total	\$12,040.00	\$0.00	#DIV/0!	\$0.00	\$12,040.00	#DIV/0!	\$0.00	\$12,040.00	#DIV/0!	\$0.00	\$12,040.00	#DIV/0!	\$0.00	

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	January			February			March			QUARTER 2	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	0	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	0	Average Day Reports submitted past due date
Budget & Finance	30%	0		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Iona Senior Services
 Grant Title: FY18 Senior Village Competitive Grant
 Grantee Address: 4125 Abermarle St. NW
 Grant Monitor Name: Phil Hashey

Grant Period: 11/21/2017-9/30/2018
 Total Grant Amount: \$ 12,040.00
 Local/District Grant Amount: \$ 12,040.00
 Federal Grant Amount: \$ -

Date of visit: _____
 Total Score for the visit: 0 / 80
 Grantee # IONATS-3-18
 PO# 576318

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018				June 15, 2018				July 14, 2018			
May 19, 2018	May 19, 2018	May 19, 2018	0	June 20, 2018				July 20, 2018			
May 31, 2018				June 30, 2018				July 31, 2018			
								July 20, 2018			

Finance and Budget Management:

Local/District Funds	April			May			June			QUARTER 3	
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$3,536.00	\$1,768.50	50.0%	\$1,768.50	\$1,767.50	50.0%		\$1,767.50		\$1,768.50	50.0%
Travel	\$0.00	\$0.00						\$0.00		\$0.00	
Occupancy	\$0.00	\$0.00	#DIV/0!					\$0.00		\$0.00	
Counseling	\$0.00	\$0.00	#DIV/0!					\$0.00		\$0.00	
Supplies/Equipments	\$0.00	\$0.00						\$0.00		\$0.00	
Other Directs	\$8,150.00	\$3,574.75	43.9%	\$3,574.75		43.9%		\$0.00		\$3,574.75	43.9%
Indirect/Overhead	\$354.00	\$176.85	50.0%	\$176.85		50.0%		\$0.00		\$176.85	50.0%
	\$12,040.00	\$5,520.10	45.8%	\$5,520.10	\$1,767.50	45.8%	\$0.00	\$1,767.50	0.0%	\$1,767.50	0.0%
										\$0.00	\$1,767.50
											\$5,520.10
											15.3%

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
	\$ -	#DIV/0!	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	

Total	\$12,040.00	#DIV/0!	#DIV/0!	\$5,520.10	\$1,767.50	#DIV/0!	\$0.00	\$1,767.50	#DIV/0!	\$0.00	\$1,767.50	#DIV/0!	\$5,520.10	
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Program and Performance Progress:

Performance Objective	April			May			June			QUARTER 3	
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Average Progress Rate
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
N/A	0	#DIV/0!	0	0		0	0		0	0	
0	0	0%	0	0		0	0		0	0	
0	0	0%	0	0		0	0		0	0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

<i>Site Visit Notes on Compliance with Reporting Requirements:</i>		<i>Site Visit Notes on Finance and Budget Management:</i>		<i>Site Visit Notes on Program and Performance Progress</i>	
Finding:		Finding:		Finding:	
Deficiencies:		Deficiencies:		Deficiencies:	
Corrective Actions Planned:		Corrective Actions Planned:		Corrective Actions Planned:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	0	Average Day Reports submitted past due date
Budget & Finance	30%	0		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Iona Senior Services
 Grant Title: FY18 Senior Village Competitive Grant
 Grantee Address: 4125 Abermarle St. NW
 Grant Monitor Name: Phil Hashey

Grant Period: 11/21/2017-9/30/2018
 Total Grant Amount: 12040
 Local/District Grant Amount: 12040
 Federal Grant Amount: 0

Date of visit: 10/4/2016
 Total Score for the visit: 0 / 100
 Grantee #: IONATS-3-18
 PO#: 576318

*Presite form: Please fill in data each month while processinging M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice M1 CURT (page 40) Q & Y (page 59)	July				August				September			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	August 15, 2018				September 15, 2018				October 12, 2018			
	August 21, 2018				September 20, 2018				October 12, 2018			
	August 31, 2018				September 29, 2018				October 31, 2018			
									October 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$3,536.00	\$1,768.50	50.0%		\$1,767.50		\$1,767.50			\$1,767.50				
Travel	\$0.00	\$0.00	0.0%		\$0.00		\$0.00			\$0.00				
Occupancy	\$0.00	\$0.00	#DIV/0!		\$0.00		\$0.00			\$0.00				
Counseling	\$0.00	\$0.00	#DIV/0!		\$0.00		\$0.00			\$0.00				
Supplies/Equipments	\$0.00	\$0.00	0.0%		\$0.00		\$0.00			\$0.00				
Other Directs	\$8,150.00	\$3,574.75	43.9%		\$4,575.25		\$4,575.25			\$4,575.25				
Indirect/Overhead	\$354.00	\$176.85	50.0%		\$177.15		\$177.15			\$177.15				
	\$12,040.00	\$5,520.10	45.8%	\$0.00	\$6,519.90	0.0%	\$0.00	\$6,519.90	0.0%	\$0.00	\$6,519.90	0.0%	\$0.00	0.0%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!			#DIV/0!				
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!			#DIV/0!				
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!			#DIV/0!				
	\$0.00	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	
Total	\$12,040.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
N/A	0	#DIV/0!	0	0	0%	0	0	0%	0	0	0%	0	
0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:

Corrective Actions Planned:		
		Corrective Actions Planned:
	Corrective Action Planned:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	#DIV/0!	#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): /100

Final Notes: Please write your overall evaluation of the site visit

Findings:

Average days past due date	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20		8.33%	30	8.33%	30	100%	20
1	19		8.05	29	8.05	29	98%	19
2	18		7.77	28	7.77	28	96%	18
3	17		7.50	27	7.50	27	94%	17
4	16		7.22	26	7.22	26	92%	16
5	15		6.94	25	6.94	25	90%	15
6	14		6.66	24	6.66	24	88%	14
7	13		6.39	23	6.39	23	86%	13
8	12		6.11	22	6.11	22	84%	12
9	11		5.83	21	5.83	21	82%	11
10	10		5.55	20	5.55	20	80%	10
11	9		5.28	19	5.28	19	78%	9
12	8		5.00	18	5.00	18	76%	8
13	7		4.72	17	4.72	17	74%	7
14	6		4.44	16	4.44	16	72%	6
15	5		4.17	15	4.17	15	70%	5
Above 15 days	0		Below 4.17%	0	Below 4.17%	0	Below 70%	0

KEY:

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				

Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				

General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				

Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				

Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions?				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				

Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
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RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					

Please rank your level of satisfaction with the delivery of program activities at this facility

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Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist: YES / NO

How many on list and explain: N/A
How long will it take to enroll those on the list: N/A

Please describe your outreach efforts

Site Visit Notes:

Finding: None.
Deficiencies: None.
Corrective Actions Planned: None.

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	#DIV/0!	0	0	0
Financial	#DIV/0!	0	0	0
Administration And Reports	#DIV/0!	0	0	0
Facility	#DIV/0!	0	0	0
General Service Delivery	#DIV/0!	0	0	0
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#DIV/0!	0	0	0
Congregate Meal	#DIV/0!	0	0	0
Counseling	#DIV/0!	0	0	0
Health Promotion	#DIV/0!	0	0	0
Home Delivered Meals	#DIV/0!	0	0	0
Recreation Socialization	#DIV/0!	0	0	0
Weekend Home Delivered Meals	#DIV/0!	0	0	0
Nutrition Counseling	#DIV/0!	0	0	0
Nutrition Education	#DIV/0!	0	0	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#DIV/0!	0	0	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: IONA Senior Service Ward 3
 Grant Title: Lead Agency/ADRC Ward 3
 Grantee Address: 4125 Albermarle Street, NW, Washington DC 20016
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$1,284,945
 Local/District Grant Amount: \$1,175,169
 Federal Grant Amount: \$109,776

Date of visit: 2/7/2018 - Q1
 Total Score for the visit: 0 / 100
 Grantee #:
 PO#: 573393

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
M1	November 15, 2017	November 15, 2017	November 15, 2017	0	December 15, 2017	December 11, 2017	December 11, 2017	-4	January 16, 2018	January 16, 2018	January 16, 2018	0
CURT (page 40)	November 21, 2017	November 21, 2017	December 7, 2017	16	December 20, 2017	December 7, 2017	December 7, 2017	-42	January 31, 2018	January 17, 2018	January 31, 2018	12
Q & Y (page 59)	November 30, 2017	November 27, 2017	November 27, 2017	-3	December 29, 2017	December 22, 2017	December 22, 2017	-7	January 20, 2018	January 26, 2018	January 26, 2018	6

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$921,116.00	26.6%	\$81,432.72	\$849,683.28	8.7%	\$81,357.77	\$768,325.51	8.7%	\$84,805.90	\$683,519.61	9.1%	\$247,596.39	8.9%
Travel	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Occupancy	\$76,124.00	27.6%	\$6,950.81	\$69,173.19	9.1%	\$7,039.09	\$62,134.10	9.2%	\$7,039.09	\$55,095.01	9.2%	\$21,028.99	9.2%
Communication	\$28,674.00	25.3%	\$2,420.75	\$26,253.25	8.4%	\$2,420.76	\$23,832.49	8.4%	\$2,420.76	\$21,411.73	8.4%	\$7,262.27	8.4%
Supplies/Equipments	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Other Directs	\$43,576.92	34.0%	\$3,740.47	\$39,836.45	8.6%	\$5,804.48	\$34,031.97	13.3%	\$5,272.51	\$28,759.46	12.1%	\$14,817.46	11.3%
Indirect/Overhead	\$101,705.00	25.2%	\$8,559.06	\$93,145.94	8.4%	\$8,551.57	\$84,594.37	8.4%	\$8,559.06	\$76,035.31	8.4%	\$25,669.69	8.4%
	\$1,181,195.92	0.267842781	\$103,103.81	\$1,078,092.11	8.7%	\$105,173.67	\$972,918.44	8.9%	\$108,097.32	\$864,821.12	9.2%	\$316,374.80	8.9%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Counseling Title III B	\$50,359.00	0.0%	\$0.00	\$50,359.00	0.0%	\$0.00	\$50,359.00	0.0%	\$0.00	\$50,359.00	0.0%	\$0.00	0.0%
Caregiver Case Mgmt Title III E	\$35,574.00	0.0%	\$0.00	\$35,574.00	0.0%	\$0.00	\$35,574.00	0.0%	\$0.00	\$35,574.00	0.0%	\$0.00	0.0%
Elder Abuse VII	\$23,843.00	0.0%	\$0.00	\$23,843.00	0.0%	\$0.00	\$23,843.00	0.0%	\$0.00	\$23,843.00	0.0%	\$0.00	0.0%
	\$109,776.00	0	\$0.00	\$109,776.00	0.0%	\$0.00	\$109,776.00	0.0%	\$0.00	\$109,776.00	0.0%	\$0.00	0.0%
Total	\$1,290,971.92	0.245067143	\$103,103.81	\$1,187,868.11	8.0%	\$105,173.67	\$1,082,694.44	8.1%	\$108,097.32	\$974,597.12	8.4%	\$316,374.80	8.2%

Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1		
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
CaseMgmt	4,200	23.4%	365	3,835	8.7%	344	3,491	8.2%	276	3,215	6.6%	985	7.8%
CompAssmt	200	16.8%	13	188	6.3%	11	177	5.5%	10	167	5.0%	34	5.6%
CongrMeal	9,300	27.2%	912	8,388	9.8%	783	7,605	8.4%	839	6,766	9.0%	2,554	9.1%
Counseling	2,000	34.1%	275	1,725	13.8%	204	1,522	10.2%	204	1,318	10.2%	682	11.4%
Geriatric Day Care	7,500	22.8%	622	6,878	8.3%	556	6,322	7.4%	534	5,788	7.1%	1,712	7.6%
HDMealWkDay	35,000	25.3%	2,768	32,232	7.9%	2,820	29,412	8.1%	3,280	26,132	9.4%	8,868	8.4%
HDMealWkEnd	12,000	26.2%	953	11,047	7.9%	976	10,071	8.1%	1,213	8,858	10.1%	3,142	8.7%
HealthPro	4,000	35.2%	496	3,504	12.4%	438	3,066	11.0%	473	2,593	11.8%	1,407	11.7%
NutrCouns	300	30.9%	28	272	9.3%	34	239	11.2%	31	207	10.4%	93	10.3%
NutrEdu	700	27.4%	100	600	14.3%	29	571	4.1%	63	508	9.0%	192	9.1%
RecSvc	7,000	36.8%	987	6,013	14.1%	790	5,223	11.3%	797	4,426	11.4%	2,574	12.3%
TransHDMeal	5,000	24.0%	363	4,637	7.3%	374	4,263	7.5%	464	3,799	9.3%	1,201	8.0%

List of issues to address during the site visit: *list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.*

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress:

Finding:	Finding:	Finding:
Corrective Action:	Deficiencies:	Corrective Actions Planned:
Recommendations:	Corrective Actions Planned:	Recommendations:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	15	Average Day Reports submitted past due date
Budget & Finance	30%	29	Average Burn Rate
Program Progress	30%	30	Average Progress Rate
Site Visit	20%	0	Total Site Visit Score

Total Score (Points): 0 / 100

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation: None.

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			Indeed, internal recruitments
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			Depending on position, volunteers
Personnel	8	Staff development program includes training?	1			Quarterly
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?			1	To be conducted by DCOA finance team
Financial	14	Were the accounting records readily available?			1	To be conducted by DCOA finance team
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?			1	To be conducted by DCOA finance team
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	To be conducted by DCOA finance team
Financial	17	Are participants' contributions recorded and expended for the program?			1	To be conducted by DCOA finance team
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	To be conducted by DCOA finance team
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?			1	To be conducted by DCOA finance team
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	To be conducted by DCOA finance team
Financial	21	Were written procurement policies and procedures readily available?			1	To be conducted by DCOA finance team
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	To be conducted by DCOA finance team
Financial	23	Were files maintained for all purchases?			1	To be conducted by DCOA finance team

Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?			1	To be conducted by DCOA finance team
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			Resource guide updated every 2 years
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?	1			Alert system
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			8	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			Some issues are been resolved by DCOA IT team.
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the coment section.	1			Currently there are 350 active volunteers

General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			Application, interview and placement
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			Recorded in CSTARS
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	Does not participate
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			18	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			

Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			Sibley Memorial
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			
			13	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			1-2 business days
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			

Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	Dutch Meals
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	Dutch Meals, no meals are prepared on site
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?	1			
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			

Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			In each personnel file
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			Record in file
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			23	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			Phone calls first
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			Annually as needed
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:		-	-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			

Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			Currently been revised
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			Also available in the center
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			CSTARS
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?	1			Reassessments done semi-annually
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;	1			
Home Delivered Meals	123	Are arrangements made for delivery of meals?	1			
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?	1			
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			Posted on the kitchen was and informed to update with current calendar.
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?	1			
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?	1			
			2	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: <input type="text"/>			Date of last intake: <input type="text"/>
				Date of last nutrition screen: <input type="text"/>
				Date of medical clearance form: <input type="text"/>
				Date of last fitness waiver: <input type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied
				COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility				
Please rank your level of satisfaction with the delivery of meals at this facility				
Please rank your level of satisfaction with the quality of program activities at this facility				
Please rank your level of satisfaction with the delivery of program activities at this facility				

Name: _____	Verify Age: <input type="text"/>			Date of last intake: <input type="text"/>
				Date of last nutrition screen: <input type="text"/>
				Date of medical clearance form: <input type="text"/>
				Date of last fitness waiver: <input type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied
				COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility				
Please rank your level of satisfaction with the delivery of meals at this facility				
Please rank your level of satisfaction with the quality of program activities at this facility				
Please rank your level of satisfaction with the delivery of program activities at this facility				

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist: YES / NO	Please describe your outreach efforts
How many on list and explain:	
How long will it take to enroll those on the list:	

Site Visit Notes:

Finding: None
Deficiencies: None
Corrective Actions Planned: None

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	#DIV/0!	0	0	0
Administration And Reports	100%	4	0	4
Facility	100%	8	0	8
General Service Delivery	100%	19	0	19
Case Management	100%	14	0	14
Comprehensive Assessment	100%	9	0	9
Congregate Meal	100%	24	0	24
Counseling	100%	12	0	12
Health Promotion	100%	6	0	6
Home Delivered Meals	100%	5	0	5
Recreation Socialization	100%	6	0	6
Weekend Home Delivered Meals	100%	3	0	3
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	4	0	4
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	103%	132	0	132

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: IONA Senior Service Ward 3
 Grant Title: Lead Agency/ADRC Ward 3
 Grantee Address: 4125 Albermarle Street, NW, Washington DC 20011
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 1284944.99
 Local/District Grant Amount: 1175168.99
 Federal Grant Amount: 109776

Date of visit: 2/7/2018 - Q2
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 573393

Prerequisite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)
 Audit

January				February				March			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 15, 2018	February 15, 2018	February 15, 2018	0	March 15, 2018	March 15, 2018	March 15, 2018	0	April 16, 2018	April 17, 2018	April 17, 2018	1
February 20, 2018	February 14, 2018	February 15, 2018	-5	March 20, 2018	March 19, 2018	March 21, 2018	-1	April 20, 2018	April 19, 2018	April 19, 2018	-1
February 28, 2018	February 21, 2018	February 21, 2018	-7	March 30, 2018	March 15, 2018	March 15, 2018	-15	April 30, 2018	April 17, 2018	April 17, 2018	-13
								April 20, 2018	April 26, 2018	April 26, 2018	6
								March 30, 2018	March 30, 2018	March 30, 2018	0

Finance and Budget Management:

Local/District Funds	January			February			March			QUARTER 2		
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Personnel	\$931,116.00	\$508,244.88	54.6%	\$82,729.43	\$600,790.18	8.9%	\$89,667.21	\$511,122.97	9.6%	\$88,251.85	\$422,871.12	9.5%
Travel	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%
Occupancy	\$76,124.00	\$45,493.77	59.8%	\$9,289.67	\$45,805.34	12.2%	\$7,696.68	\$38,108.66	10.1%	\$7,478.43	\$30,630.23	9.8%
Communication	\$28,674.00	\$14,656.29	51.1%	\$2,427.94	\$18,983.39	8.5%	\$2,458.67	\$16,525.12	8.6%	\$2,507.41	\$14,017.71	8.7%
Supplies/Equipments	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%
Other Directs	\$43,576.92	\$26,616.79	61.1%	\$4,292.67	\$24,466.79	9.9%	\$3,995.08	\$20,471.71	9.2%	\$3,511.58	\$16,960.13	8.1%
Indirect/Overhead	\$101,705.00	\$52,150.27	51.3%	\$8,688.67	\$67,346.64	8.5%	\$8,966.72	\$58,379.92	8.8%	\$8,825.19	\$49,554.73	8.7%
\$	1,181,195.92	\$647,162.00	0.0%	\$ 107,428.38	\$757,392.74	9.1%	\$ 112,784.36	\$644,608.38	9.5%	\$ 110,574.46	\$534,033.92	9.4%
\$	1,181,195.92	\$647,162.00	0.0%	\$ 107,428.38	\$757,392.74	9.1%	\$ 112,784.36	\$644,608.38	9.5%	\$ 110,574.46	\$534,033.92	9.4%
\$	1,181,195.92	\$647,162.00	0.0%	\$ 107,428.38	\$757,392.74	9.1%	\$ 112,784.36	\$644,608.38	9.5%	\$ 110,574.46	\$534,033.92	9.4%
\$	1,181,195.92	\$647,162.00	0.0%	\$ 107,428.38	\$757,392.74	9.1%	\$ 112,784.36	\$644,608.38	9.5%	\$ 110,574.46	\$534,033.92	9.4%
\$	1,181,195.92	\$647,162.00	0.0%	\$ 107,428.38	\$757,392.74	9.1%	\$ 112,784.36	\$644,608.38	9.5%	\$ 110,574.46	\$534,033.92	9.4%
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\$	1,181,195.92	\$647,162.00	0.0%	\$ 107,428.38	\$757,392.74	9.1%	\$ 112,784.36	\$644,608.38	9.5%	\$ 110,574.46	\$534,033.92	9.4%
\$	1,181,195.92	\$647,162.00	0.0%	\$ 107,428.38	\$757,392.74	9.1%	\$ 112,784.36	\$644,608.38	9.5%	\$ 110,574.46	\$534,033.92	9.4%
\$	1,181,195.92	\$647,162.00	0									

Final Notes: Please write your overall evaluation of the site visit

KEY:	REPORTING		BUDGET		PROGRAM	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.2%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.2%)
	0	20	8.33%	30	8.33%	30
	1	19	8.05	29	8.05	29
	2	18	7.77	28	7.77	28
	3	17	7.50	27	7.50	27
	4	16	7.22	26	7.22	26
	5	15	6.94	25	6.94	25
	6	14	6.66	24	6.66	24
	7	13	6.39	23	6.39	23
	8	12	6.11	22	6.11	22
	9	11	5.83	21	5.83	21
	10	10	5.55	20	5.55	20
	11	9	5.28	19	5.28	19
	12	8	5.00	18	5.00	18
	13	7	4.72	17	4.72	17
	14	6	4.44	16	4.44	16
	15	5	4.17	15	4.17	15
	Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: <u>IONA Senior Service Ward 3</u>	Grant Period: <u>FY18: 10/1/17 - 9/30/18</u>	Date of visit: <u>7/11/2018 - Q2</u>
Grant Title: <u>Lead Agency/ADRC Ward 3</u>	Total Grant Amount: <u>128,994.99</u>	Total Score for the visit: <u>0</u> / 100
Grantee Address: <u>125 Alhambra Street, NW, Washington DC 200</u>	Local/District Grant Amount: <u>1175168.99</u>	Grantee # <u>0</u>
Grant Monitor Name: <u>Jennifer Aida</u>	Federal Grant Amount: <u>109776</u>	PO# <u>573393</u>

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice	April				May				June			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
M1	May 15, 2018	May 15, 2018	May 15, 2018	0	June 15, 2018	June 15, 2018	June 15, 2018	0	July 13, 2018	July 13, 2018	July 13, 2018	0
CURT (page 40)	May 18, 2018	May 18, 2018	May 21, 2018	3	June 20, 2018	June 18, 2018	June 21, 2018	1	July 20, 2018	July 19, 2018	July 20, 2018	0
Q & Y (page 59)	May 31, 2018	May 23, 2018	May 23, 2018	-8	June 29, 2018	June 25, 2018	June 25, 2018	-4	July 31, 2018	August 1, 2018	August 1, 2018	1
									July 30, 2018	July 27, 2018	July 27, 2018	1

Finance and Budget Management:

Local/District Funds	April				May				June				QUARTER 3	
	PY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt Balance	Burn Rate	PASS Receipt Balance	Burn Rate	PASS Receipt Balance	Burn Rate	PASS Receipt Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Personnel	\$931,116.00	\$774,552.27	83.2%	\$87,043.27	\$335,827.85	9.3%	\$90,101.33	\$245,726.52	9.7%	\$89,162.74	\$156,563.78	9.6%	\$266,307.34	9.5%
Travel	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Occupancy	\$76,124.00	\$68,556.56	90.1%	\$8,284.46	\$22,345.77	10.9%	\$7,250.21	\$15,095.56	9.5%	\$7,528.12	\$7,567.44	9.9%	\$23,062.79	10.1%
Communications	\$28,674.00	\$22,263.54	77.6%	\$2,531.55	\$11,486.16	8.8%	\$2,538.87	\$8,947.29	8.9%	\$2,536.83	\$6,410.46	8.8%	\$7,607.25	8.8%
Supplies/Equipments	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Other Directs	\$43,576.92	\$36,767.03	84.4%	\$3,227.58	\$13,732.55	7.4%	\$3,573.65	\$10,158.90	8.2%	\$3,349.01	\$6,809.89	7.7%	\$10,150.24	7.8%
Indirect/Overhead	\$101,705.00	\$78,781.00	77.5%	\$8,704.33	\$40,850.40	8.6%	\$9,010.13	\$31,840.27	8.9%	\$8,916.27	\$22,924.00	8.8%	\$26,630.73	8.7%
	\$1,181,195.92	\$980,920.35	83.0%	\$109,791.19	\$424,242.73	9.3%	\$112,474.19	\$311,768.54	9.5%	\$111,492.97	\$200,275.57	9.4%	\$333,788.35	9.4%
Federal Funds	PY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt Balance	Burn Rate	PASS Receipt Balance	Burn Rate	PASS Receipt Balance	Burn Rate	PASS Receipt Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Counseling Title III-B	\$50,359.00	\$0.00	0.0%	\$0.00	\$50,359.00	0.0%	\$0.00	\$50,359.00	0.0%	\$0.00	\$50,359.00	0.0%	\$0.00	0.0%
Caregiver Case Mgmt Title III-B	\$35,574.00	\$3,065.95	8.6%	\$0.00	\$35,574.00	0.0%	\$0.00	\$35,574.00	0.0%	\$0.00	\$35,574.00	0.0%	\$0.00	0.0%
Elder Abuse Title VII	\$23,843.00	\$7,082.92	29.7%	\$3,065.95	\$19,914.55	12.9%	\$4,146.50	\$15,768.05	17.4%	\$2,936.38	\$12,831.67	12.3%	\$10,148.83	14.2%
	\$109,776.00	\$10,148.84	9.2%	\$3,065.95	\$105,847.55	2.8%	\$4,146.50	\$110,701.03	3.8%	\$2,936.38	\$98,764.67	2.7%	\$10,148.83	3.1%
Total	\$1,290,971.92	\$991,069.19	34.7%	\$112,857.14	\$530,090.28	11.4%	\$116,620.69	\$413,469.59	11.8%	\$114,429.35	\$299,040.24	11.5%	\$343,907.18	11.6%

Program and Performance Progress:

Performance Objective	April				May				June				QUARTER 3	
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
CaseMgmt	4,300	3,156	75%	347	1,751	8.3%	340	1,411	8.1%	367	1,044	8.7%	1,054	8.4%
CompAssm	200	136	68%	26	102	13.0%	16	86	8.0%	22	64	11.0%	64	10.7%
CounselMeal	9,300	7,224	78%	789	3,783	8.5%	853	2,930	9.2%	854	2,076	9.2%	2,496	8.9%
Counseling	2,000	2,236	112%	217	309	10.8%	350	41	17.5%	195	-236	9.3%	761	12.7%
Geriatric Day Care	7,500	5,883	78%	764	3,296	10.2%	853	2,443	11.4%	826	1,618	11.0%	2,443	10.9%
HDMeal/Day	35,000	26,894	77%	2,900	14,413	8.3%	3,002	11,411	8.6%	3,305	8,106	9.4%	9,207	8.8%
HDMeal/WkEnd	12,000	9,504	79%	968	4,742	8.1%	1,000	3,742	8.3%	1,246	2,496	10.4%	3,214	8.9%
HealthPro	4,000	4,451	111%	461	601	11.5%	501	100	12.5%	521	-43	13.0%	1,483	12.4%
NutrCouns	300	356	119%	44	44	14.6%	50	-6	16.6%	50	-56	16.7%	144	15.9%
NutrEduc	700	618	88%	102	201	14.6%	60	141	8.6%	59	82	8.4%	221	10.5%
RecSoc	7,000	8,000	114%	965	777	13.8%	869	-92	12.4%	908	-1,000	13.0%	2,742	13.1%
TransHDMeal	5,000	3,546	71%	356	2,302	7.1%	373	1,929	7.5%	475	1,454	9.5%	1,204	8.0%
	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0%
	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress:
Findings:	Findings:	Findings:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	Average Day Reports submitted past due date
Budget & Finance	30%	30	Average Burn Rate
Program Progress	30%	0	Average Progress Rate
Total Score (Points):			80

Final Notes: Please write your overall evaluation of the site visit

KEY:	REPORTING		BUDGET		PROGRAM	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	30	8.33%	29
1	19	8.05	29	29	8.05	28
2	18	7.77	28	28	7.77	27
3	17	7.50	27	27	7.50	26
4	16	7.22	26	26	7.22	25
5	15	6.94	25	25	6.94	24
6	14	6.66	24	24	6.66	23
7	13	6.39	23	23	6.39	22
8	12	6.11	22	22	6.11	21
9	11	5.83	21	21	5.83	20
10	10	5.55	20	20	5.55	19
11	9	5.28	19	19	5.28	18
12	8	5.00	18	18	5.00	17
13	7	4.72	17	17	4.72	16
14	6	4.44	16	16	4.44	15
15	5	4.17	15	15	4.17	14
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: IONA Senior Service Ward 3
 Grant Title: Lead Agency/ADRC Ward 3
 Grantee Address: 4125 Albermarle Street, NW, Washington DC 20016
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 1284944.99
 Local/District Grant Amount: 1175168.99
 Federal Grant Amount: 109776

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 573393

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice M1 CURT (page 40) Q & Y (page 59)	July				August				September			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	August 15, 2018	August 17, 2018	August 17, 2018	2	September 14, 2018	September 14, 2018	September 14, 2018	0	October 10, 2018	October 10, 2018	October 10, 2018	0
	August 21, 2018	August 17, 2018	August 20, 2018	-1	September 20, 2018	September 20, 2018	September 21, 2018	1	October 12, 2018	October 2, 2018	October 11, 2018	-1
	August 31, 2018	August 22, 2018	August 22, 2018	-9	September 28, 2018	September 25, 2018	September 25, 2018	-3	October 10, 2018	October 10, 2018	October 10, 2018	0
									October 10, 2018	October 10, 2018	October 10, 2018	0

Finance and Budget Management:

Local/District Funds	July			August			September			QUARTER 4				
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate			
Personnel	\$931,116.00	\$976,915.95	104.9%	\$63,939.30	\$92,624.48	6.9%	\$65,822.29	\$26,802.19	7.1%	\$72,602.14	7.8%	\$202,363.73	7.2%	
Travel	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	#DIV/0!			
Occupancy	\$76,124.00	\$82,245.99	108.0%	\$7,248.54	\$318.90	9.5%	\$5,241.15	-\$4,922.25	6.9%	\$1,199.74	1.6%	\$13,689.43	6.0%	
Communications	\$28,674.00	\$30,287.00	105.6%	\$2,550.55	\$3,859.91	8.9%	\$2,544.84	\$1,315.07	8.9%	\$2,928.07	10.2%	\$8,023.46	9.3%	
Supplies/Equipments	\$0.00	\$2,566.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$2,566.00	#DIV/0!	\$2,566.00		
Other Directs	\$43,576.92	\$54,457.43	125.0%	\$3,404.42	\$3,405.47	7.8%	\$3,404.72	\$0.75	7.8%	\$10,881.26	25.0%	\$17,690.40	13.5%	
Indirect/Overhead	\$101,705.00	\$100,599.50	98.9%	\$9,258.36	\$13,665.64	9.1%	\$7,313.59	\$6,352.05	7.2%	\$5,246.55	5.2%	\$21,818.50	7.2%	
	\$1,181,195.92	\$1,247,071.87	105.6%	\$86,401.17	\$113,874.40	7.3%	\$84,326.59	\$29,547.81	7.1%	\$95,423.76	8.1%	\$266,151.52	7.5%	
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Counseling Title IIIB	\$50,359.00	\$16,786.34	33.3%	\$16,786.34	\$33,572.66	33.3%	\$16,786.34	\$16,786.32	33.3%	\$0.00	\$16,786.32	0.0%	\$33,572.68	22.2%
Caregiver Case Mgmt Title IIIIE	\$35,574.00	\$23,716.00	66.7%	\$11,858.00	\$20,650.05	33.3%	\$11,858.00	\$8,792.05	33.3%	\$0.00	\$8,792.05	0.0%	\$23,716.00	22.2%
Elder Abuse Title VII	\$23,843.00	\$17,876.34	75.0%	\$2,050.00	\$14,710.08	8.6%	\$2,122.98	\$12,587.10	8.9%	\$3,895.24	\$8,691.86	16.3%	\$8,068.22	11.3%
	\$109,776.00	\$65,356.93	59.5%	\$30,694.34	\$68,932.79	28.0%	\$30,767.32	\$38,165.47	28.0%	\$3,895.24	\$34,270.23	3.5%	\$65,356.90	19.8%
Total	\$1,290,971.92	\$1,312,428.80	#DIV/0!	\$117,095.51	\$182,807.19	8.9%	\$115,093.91	\$67,713.28	8.8%	\$99,319.00	-\$31,605.72	7.6%	\$331,508.42	8.4%

Program and Performance Progress:

Performance Objective	July			August			September			QUARTER 4			
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
CaseMgmt	4,200	4,165	99%	361	2,736	8.6%	325	2,412	7.7%	324	2,088	1,009	8.0%
CompAssmt	200	218	109%	23	41	11.5%	26	15	13.0%	33	-18	82	13.6%
CongrMeal	9,300	8,926	96%	827	1,249	8.9%	868	381	9.3%	7	374	1,702	6.1%
Counseling	2,000	2,862	143%	166	-402	8.3%	216	-618	10.8%	245	-862	627	10.4%
Geriatric Day Care	7,500	7,912	105%	782	836	10.4%	693	143	9.2%	555	-412	2,030	9.0%
HDMealWkDay	35,000	37,359	107%	3,088	5,018	8.8%	3,546	1,472	10.1%	3,831	-2,359	10,465	10.0%
HDMealWkEnd	12,000	12,586	105%	1,002	1,494	8.4%	896	598	7.5%	1,184	-586	3,082	8.6%
HealthPro	4,000	5,916	148%	507	-928	12.7%	548	-1,476	13.7%	440	-1,916	1,495	12.5%
NutrCouns	300	488	163%	50	-106	16.7%	49	-156	16.4%	32	-188	131	14.6%
NutrEduc	700	857	122%	133	-51	19.0%	22	-73	3.1%	84	-157	239	11.4%
RecSoc	7,000	10,274	147%	804	-1,804	11.5%	808	-2,612	11.5%	662	-3,274	2,274	10.8%
TransHDMeal	5,000	4,721	94%	369	1,085	7.4%	354	731	7.1%	452	279	1,175	7.8%
	0	0	0%		0			0			0	0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Corrective Actions Planned:	Corrective Action Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	-1	Average Day Reports submitted past due date
Budget & Finance	30%	30	8.42%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): /100

Final Notes: *Please write your overall evaluation of the site visit*

Findings:

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			Employee file
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			Employee file
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			Public, Pro-Aging, Indeed, Career builders
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			Employee file
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			Secured with locks/cabinets
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			On Site
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			Update chart annually
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			Responsibility of DCOA finance team.
Financial	14	Were the accounting records readily available?	1			Responsibility of DCOA finance team.
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			Responsibility of DCOA finance team.
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			Responsibility of DCOA finance team.
Financial	17	Are participants' contributions recorded and expended for the program?	1			Responsibility of DCOA finance team.
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			Responsibility of DCOA finance team.
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			Responsibility of DCOA finance team.
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			Responsibility of DCOA finance team.
Financial	21	Were written procurement policies and procedures readily available?	1			Responsibility of DCOA finance team.
Financial	22	Did it state clear specifications on request for bids and/or competition process?	1			Responsibility of DCOA finance team.
Financial	23	Were files maintained for all purchases?	1			Responsibility of DCOA finance team.
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			Responsibility of DCOA finance team.
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			Employee fie

Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			Resource guide and on IONA website
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?			1	In individual files
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			7	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Once per year, adult day health programs and St. Albans meal site.
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			400 volunteers over the course of the year.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			

General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			CSTARS report
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	Does not participate
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			18	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			Sibley's Memorial Hospital but reach out to all local hospitals.
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:	1			
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			
			14	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			1-2 business days - priority
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			

Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			Semi-annually and when needed.
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			Hospitals
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			Same as Citizen's Advisory Council
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	All sites served via Dutch Meals. 3 Sites - St. Alban, IONA Wellness and Arts Center.
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	Dutch Meals, no food prepared on site.

Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?	1			
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			23	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			Phone calls first
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			Depending on level of need
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			Annually or as needed.
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			

Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:			-	-
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?	1			Reassessment done semi-annually.
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;	1			
Home Delivered Meals	123	Are arrangements made for delivery of meals?	1			
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?	1			
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?	1			
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?	1			
			2	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			Worksheet available for level of needs; in computer as well with notes.
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			Nurses on duty at Adult Day Centers.
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
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RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A	Verify Age: <input type="text"/>	Date of last intake: <input type="text"/>			
		Date of last nutrition screen: <input type="text"/>			
		Date of medical clearance form: <input type="text"/>			
		Date of last fitness waiver: <input type="text"/>			
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Name: N/A	Verify Age: <input type="text"/>	Date of last intake: <input type="text"/>			
		Date of last nutrition screen: <input type="text"/>			
		Date of medical clearance form: <input type="text"/>			
		Date of last fitness waiver: <input type="text"/>			
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist: YES / NO	Please describe your outreach efforts
How many on list and explain: N/A	
How long will it take to enroll those on the list: N/A	

Site Visit Notes:

Finding: None.
Deficiencies: None.
Corrective Actions Planned: None.

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	100%	12	0	12
Administration And Reports	100%	4	0	4
Facility	100%	7	0	7
General Service Delivery	100%	20	0	20
Case Management	100%	15	0	15
Comprehensive Assessment	100%	9	0	9
Congregate Meal	100%	24	0	24
Counseling	100%	12	0	12
Health Promotion	100%	6	0	6
Home Delivered Meals	100%	5	0	5
Recreation Socialization	100%	6	0	6
Weekend Home Delivered Meals	100%	3	0	3
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	4	0	4
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	103%	145	0	145

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Edlavitch DC JCC
 Grant Title: Behrend Adas Senior Fellowship
 Grantee Address: _____
 Grant Monitor Name: Jackie Geralnick

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$57,454
 Local/District Grant Amount: \$57,464
 Federal Grant Amount: \$0

Date of visit: 2/2/2018
 Total Score for the visit: 0 / 100
 Grantee # _____
 PO# _____

Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
MI	November 21, 2017	November 17, 2017	November 17, 2017	4	December 20, 2017	January 3, 2018	January 3, 2018	14	January 19, 2018	January 24, 2018	January 24, 2018	5
CURT (page 40)	November 30, 2017	December 8, 2017	December 8, 2017	8	December 29, 2017	January 11, 2018	January 11, 2018	13	January 31, 2018	February 1, 2018	February 1, 2018	1
Q & Y (page 59)									January 20, 2018	February 1, 2018	February 1, 2018	12

Finance and Budget Management:

Local/District Funds	October			November			December			QUARTER 1			
	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Kosher Meals	\$54,337.50	23.5%	\$3,529.96	\$50,807.54	0.0%	\$4,440.46	\$46,367.08	8.2%	\$4,819.71	\$41,547.37	8.9%	\$12,790.13	5.7%
Meals Transportation	\$3,116.50	0.0%	\$480.00	\$2,636.50	0.0%	\$720.00	\$1,916.50	0.0%	\$760.00	\$1,156.50	0.0%	\$1,960.00	0.0%
Total	\$57,454.00	0.256729384	\$4,009.96	\$53,444.04	7.0%	\$5,160.46	\$48,283.58	9.0%	\$5,579.71	\$42,703.87	9.7%	\$14,750.13	8.6%

Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1		
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Number of meals served	7,600	25.0%	485	7,115	6.4%	602	6,513	7.9%	816	5,697	10.7%	1,903	8.3%
Number of seniors served	150	54.7%	58	92	38.7%	21	71	14.0%	3	68	2.0%	82	18.2%
Number of calendars distributed	850	0.0%		850			850			850		0	
Number of activities	350	29.1%	26	324	7.4%	38	286	10.9%	38	248	10.9%	102	9.7%
Number of volunteers	30	86.7%	19	11	63.3%	7	4	23.3%	0	4	0.0%	26	28.9%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding: Calendars not included with CURT Reports	Finding: None	Finding: CSTARS data not entered for services
Corrective Action: Begin submitting calendars with the monthly CURT reports	Deficiencies:	Corrective Action: Client intakes and units must be entered.
Recommendations: None	Corrective Actions Planned:	Recommendations: Should work with Aweke to make sure this is done correctly.

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	13	7	Average Day Reports submitted past due date
Budget & Finance	30%	30	8.56%	Average Burn Rate
Program Progress	30%	30	16.3%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): 0 /100

Final Notes: Please write your overall evaluation of the site visit

Senior participants love this program and rave about the activities and site manager. Program implementation is good but need to ensure participants have updated intakes and nutrition screens annually and CSTARS units are entered correctly.

Recommendation:

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?		1		need to replace/up date
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?		1		
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?			1	
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
			9	2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?			1	
Financial	14	Were the accounting records readily available?			1	
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?			1	
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?			1	due 3/31

Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	
Financial	21	Were written procurement policies and procedures readily available?			1	
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	
Financial	23	Were files maintained for all purchases?	1			
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?			1	
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?		1		
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			7	1		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?		1		
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?		1		

General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?		1		
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			15	3		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?			1	

Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?		1		
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability by the Lead Agency and Nutrition Inc.?			1	
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?			1	
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?			1	
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?			1	
Congregate Meal	88	Are meals served as planned and delivered?	1			
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?	1			
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?	1			
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?			1	
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			

Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?			1	
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?			1	
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?			1	
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?			1	
			13		1	

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: Marvin Kuperstein _____		Verify Age: <input style="width: 50px;" type="text" value="75"/>		Date of last intake: <input style="width: 40px;" type="text" value="?"/>	
				Date of last nutrition screen: <input style="width: 40px;" type="text" value="?"/>	
				<input style="width: 40px;" type="text"/>	
				<input style="width: 40px;" type="text"/>	
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	X				
Please rank your level of satisfaction with the delivery of meals at this facility	X				
Please rank your level of satisfaction with the quality of program activities at this facility	X				
Please rank your level of satisfaction with the delivery of program activities at this facility	X				

Name: Charles Morris _____		Verify Age: <input style="width: 50px;" type="text" value="87"/>		Date of last intake: <input style="width: 40px;" type="text" value="?"/>	
				Date of last nutrition screen: <input style="width: 40px;" type="text" value="?"/>	
				<input style="width: 40px;" type="text"/>	
				<input style="width: 40px;" type="text"/>	
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	X				
Please rank your level of satisfaction with the delivery of meals at this facility	X				
Please rank your level of satisfaction with the quality of program activities at this facility	X				
Please rank your level of satisfaction with the delivery of program activities at this facility	X				

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
How long will it take to enroll those on the list:	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	

Please describe your outreach efforts
monthly calendars, no outreach to new clients because of financial limitations
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>

Site Visit Notes:

Finding: None

Deficiencies: None
Corrective Actions Planned: None

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	82%	9	2	11
Financial	100%	4	0	4
Administration And Reports	100%	4	0	4
Facility	88%	7	1	8
General Service Delivery	83%	15	3	18
Case Management	100%	1	0	1
Comprehensive Assessment	93%	13	1	14
Congregate Meal	#DIV/0!	0	0	0
Counseling	#DIV/0!	0	0	0
Health Promotion	#DIV/0!	0	0	0
Home Delivered Meals	#DIV/0!	0	0	0
Recreation Socialization	#DIV/0!	0	0	0
Weekend Home Delivered Meals	#DIV/0!	0	0	0
Nutrition Counseling	#DIV/0!	0	0	0
Nutrition Education	#DIV/0!	0	0	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	95%	53	7	60

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Edlavitch DC JCC
 Grant Title: Behrend Adas Senior Fellowship
 Grantee Address: 0
 Grant Monitor Name: Jackie Geralnick

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 57454
 Local/District Grant Amount: 57464
 Federal Grant Amount: 0

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 0

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

	January				February				March			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	February 15, 2018				March 15, 2018				April 16, 2018			
M1	February 20, 2018				March 20, 2018	March 23, 2018	March 28, 2018	8	April 20, 2018			
CURT (page 40)	February 28, 2018	February 28, 2018	February 28, 2018	0	March 30, 2018	March 26, 2018	March 26, 2018	-4	April 30, 2018			
Q & Y (page 59)									April 20, 2018			
Audit									March 30, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	January			February			March			QUARTER 2	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Kosher Meals	\$54,337.50	\$26,094.10	48.0%	\$4,845.92	\$36,701.45	8.9%	\$4,550.07	\$32,151.38	8.4%	\$3,907.98	\$28,243.40	7.2%	\$13,303.97	8.2%
Meals Transportation	\$3,116.50	\$0.00	0.0%	\$800.00	\$0.00	25.7%	\$720.00	-\$720.00	0.0%	\$600.00	-\$1,320.00		\$2,120.00	12.8%
	\$ 57,454.00	\$30,174.10	52.5%	\$ 5,645.92	\$36,701.45	9.8%	\$ 5,270.07	\$31,431.38	9.2%	\$ 4,507.98	\$26,923.40	7.8%	\$ 15,423.97	8.9%
Total	\$57,454.00	\$30,174.10	0.511165867	\$5,645.92	\$36,701.45	18.7%	\$5,270.07	\$31,431.38	17.5%	\$4,507.98	\$26,923.40	14.9%	\$15,423.97	17.0%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	January			February			March			QUARTER 2		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Number of meals served	7,600	3,662	48%	630	5,067	8.3%	612	4,455	8.1%	517	3,938	6.8%	1,759	7.7%
Number of seniors served	150	95	63%	5	63	3.3%	3	60	2.0%	5	55	3.3%	13	2.9%
Number of calendars distributed	850	325	38%	75	775	8.8%	125	650	14.7%	125	525	14.7%	325	12.7%
Number of activities	350	217	62%	41	207	11.7%	39	168	11.1%	35	133	10.0%	115	11.0%
Number of volunteers	30	26	87%	0	4	0.0%	0	4	0.0%	0	4	0.0%	0	0.0%
	0	0	#DIV/0!		0			0			0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:

Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	19	1	Average Day Reports submitted past due date
Budget & Finance	30%	30	17.04%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Edlavitch DC JCC
 Grant Title: Behrend Adas Senior Fellowship
 Grantee Address: 0
 Grant Monitor Name: Jackie Geralnick

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 57454
 Local/District Grant Amount: 57464
 Federal Grant Amount: 0

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 573380

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018				June 15, 2018				July 13, 2018	July 19, 2018	July 24, 2018	11
May 18, 2018	May 22, 2018	May 22, 2018	4	June 20, 2018	June 20, 2018	June 27, 2018	7	July 20, 2018	July 19, 2018	July 24, 2018	4
May 31, 2018	May 25, 2018	May 25, 2018	-6	June 29, 2018	June 27, 2018	July 2, 2018	3	July 31, 2018			
								July 20, 2018	July 12, 2018	July 12, 2018	-8

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Kosher Meals	\$54,337.50	\$40,110.98	73.8%	\$3,586.04	\$24,657.36	6.6%	\$5,155.17	\$19,502.19	9.5%	\$5,275.67	\$14,226.52	9.7%	\$14,016.88	8.6%
Meals Transportation	\$3,116.50	\$2,080.00	0.0%	\$0.00	\$3,116.50	0.0%	\$1,240.00	\$1,876.50	39.8%	\$840.00	\$1,036.50	27.0%	\$2,080.00	22.2%
	\$57,454.00	\$46,270.98	80.5%	\$3,586.04	\$27,773.86	6.2%	\$6,395.17	\$21,378.69	11.1%	\$6,115.67	\$15,263.02	10.6%	\$16,096.88	9.3%

Total	\$57,454.00	#DIV/0!	#DIV/0!	\$3,586.04	\$27,773.86	#DIV/0!	\$6,395.17	\$21,378.69	#DIV/0!	\$6,115.67	\$15,263.02	#DIV/0!	\$16,096.88	
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Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Number of meals served	7,600	5,138	68%	588	3,350	7.7%	888	2,462	11.7%		2,462		1,476	9.7%
Number of seniors served	150	188	125%	3	52	2.0%	90	-38	60.0%		-38		93	31.0%
Number of calendars distributed	850	550	65%	125	400	14.7%	100	300	11.8%		300		225	13.2%
Number of activities	350	297	85%	40	93	11.4%	40	53	11.4%		53		80	11.4%
Number of volunteers	30	54	180%	0	4	0.0%	28	-24	93.3%		-24		28	46.7%
0	0	0	#DIV/0!	0	0		0	0			0		0	
0	0	0	#DIV/0!	0	0		0	0			0		0	
0	0	0	#DIV/0!	0	0		0	0			0		0	
0	0	0	#DIV/0!	0	0		0	0			0		0	
0	0	0	#DIV/0!	0	0		0	0			0		0	
0	0	0	#DIV/0!	0	0		0	0			0		0	
0	0	0	0%	0	0		0	0			0		0	
0	0	0	0%	0	0		0	0			0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	18	2	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Edlavitch DC JCC
 Grant Title: Behrend Adas Senior Fellowship
 Grantee Address: 0
 Grant Monitor Name: Linda Irizarry

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 57454
 Local/District Grant Amount: 57464
 Federal Grant Amount: 0

Date of visit: 8/10/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 573380

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
M1
CURT (page 40)
Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018	August 23, 2018	August 23, 2018	8	September 14, 2018	September 17, 2018	September 17, 2018	3	October 5, 2018			
August 21, 2018	August 23, 2018	August 27, 2018	6	September 20, 2018	September 17, 2018	September 26, 2018	6	October 5, 2018	October 9, 2018	October 9, 2018	4
August 31, 2018	August 24, 2018	August 27, 2018	-4	September 28, 2018	September 17, 2018	September 17, 2018	-11	October 9, 2018	October 10, 2018	October 10, 2018	1
								October 9, 2018	October 15, 2018	October 15, 2018	6

Finance and Budget Management:

Local/District Funds	July			August			September			QUARTER 4				
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Kosher Meals	\$54,337.50	\$53,375.82	98.2%	\$6,287.19	\$7,939.33	11.6%	\$6,977.65	\$961.68	12.8%	\$0.00	\$961.68	0.0%	\$13,264.84	8.1%
Meals Transportation	\$3,116.50	\$2,080.00	0.0%		\$1,036.50	0.0%		\$1,036.50			\$1,036.50			0.0%
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
Communications	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	0.0%		\$0.00	0.0%		\$0.00			\$0.00			0.0%
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
	\$57,454.00	\$52,558.17	91.5%	\$6,287.19	\$8,975.83	10.9%	FALSE	\$1,998.18	0.0%	\$0.00	\$1,998.18	0.0%	\$13,264.84	3.6%

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
	\$0.00	#DIV/0!	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	

Total	\$57,454.00	#DIV/0!	#DIV/0!	\$6,287.19	\$8,975.83	#DIV/0!	\$0.00	\$1,998.18	#DIV/0!	\$0.00	\$1,998.18	#DIV/0!	\$13,264.84	
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Program and Performance Progress:

Performance Objective	July			August			September			QUARTER 4				
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Number of meals served	7,600	5,966	79%	218	5,253	2.9%	530	4,723	7.0%	80	4,643	1.1%	828	3.6%
Number of seniors served	150	401	267%	81	-119	54.0%	70	-189	46.7%	62	-251	41.3%	213	47.3%
Number of calendars distributed	850	750	88%	100	200	11.8%	100	100	11.8%	0	100	0.0%	200	7.8%
Number of activities	350	386	110%	42	11	12.0%	43	-32	12.3%	4	-36	1.1%	89	8.5%
Number of volunteers	30	130	433%	18	-42	60.0%	29	-71	96.7%	29	-100	96.7%	76	84.4%
0	0	0	#DIV/0!		0			0			0		0	
0	0	0	#DIV/0!		0			0			0		0	
0	0	0	#DIV/0!		0			0			0		0	
0	0	0	#DIV/0!		0			0			0		0	
0	0	0	#DIV/0!		0			0			0		0	
0	0	0	#DIV/0!		0			0			0		0	
0	0	0	#DIV/0!		0			0			0		0	
0	0	0	0%		0			0			0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Corrective Actions Planned:	Corrective Action Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	18	2	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): /100

Final Notes: *Please write your overall evaluation of the site visit*

Findings:

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			Employee file
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			Employee file
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			Public, Pro-Aging, Indeed, Career builders
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			Employee file
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			Secured with locks/cabinets
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			On Site
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			Update chart annually
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			Responsibility of DCOA finance team.
Financial	14	Were the accounting records readily available?	1			Responsibility of DCOA finance team.
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			Responsibility of DCOA finance team.
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			Responsibility of DCOA finance team.
Financial	17	Are participants' contributions recorded and expended for the program?	1			Responsibility of DCOA finance team.
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			Responsibility of DCOA finance team.
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			Responsibility of DCOA finance team.
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			Responsibility of DCOA finance team.
Financial	21	Were written procurement policies and procedures readily available?	1			Responsibility of DCOA finance team.
Financial	22	Did it state clear specifications on request for bids and/or competition process?	1			Responsibility of DCOA finance team.
Financial	23	Were files maintained for all purchases?	1			Responsibility of DCOA finance team.
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			Responsibility of DCOA finance team.
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			Employee fie

Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			Resource guide and on IONA website
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?			1	In individual files
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			7	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?		1		Partially but indicated to include in all materials
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Once per year, adult day health programs and St. Albans meal site.
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			400 volunteers over the course of the year.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			

General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			Suggested donations at St. Albans. Adult day health has cost sharing now since no federal funds are available.
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			CSTARS report
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	Does not participate
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			17		1	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			Sibley's Memorial Hospital but reach out to all local hospitals.
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:	1			
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			
			14	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			1-2 business days - priority
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			

Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			Semi-annually and when needed.
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			Hospitals
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			Same as Citizen's Advisory Council
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	All sites served via Dutch Meals. 3 Sites - St. Alban, IONA Wellness and Arts Center.
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	Dutch Meals, no food prepared on site.

Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?	1			
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			23	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			Phone calls first
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			Depending on level of need
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			Annually or as needed.
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			

Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?	1			Reassessment done semi-annually.
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;	1			
Home Delivered Meals	123	Are arrangements made for delivery of meals?	1			
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?	1			
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?	1			
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?	1			
			2	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			Worksheet available for level of needs; in computer as well with notes.
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			Nurses on duty at Adult Day Centers.
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
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RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					

Please rank your level of satisfaction with the delivery of program activities at this facility

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Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist: YES / NO

How many on list and explain: N/A
How long will it take to enroll those on the list: N/A

Please describe your outreach efforts

Site Visit Notes:

Finding: None.
Deficiencies: None.
Corrective Actions Planned: None.

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	100%	12	0	12
Administration And Reports	100%	4	0	4
Facility	100%	7	0	7
General Service Delivery	95%	19	1	20
Case Management	100%	15	0	15
Comprehensive Assessment	100%	9	0	9
Congregate Meal	100%	24	0	24
Counseling	100%	12	0	12
Health Promotion	100%	6	0	6
Home Delivered Meals	100%	5	0	5
Recreation Socialization	100%	6	0	6
Weekend Home Delivered Meals	100%	3	0	3
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	4	0	4
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	102%	144	1	145

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Kingdom Care Senior Village
 Grant Title: Expanding services to seniors
 Grantee Address: 814 Alabama Avenue SE
 Grant Monitor Name: Phil Hashey

Grant Period: 11/27/2017
 Total Grant Amount: \$61,131
 Local/District Grant Amount: \$61,131
 Federal Grant Amount: \$0

Date of visit: 4/20/2018
 Total Score for the visit: 0 / 100
 Grantee #: GFNVW8-6-18
 PO#: PO576317

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

				November				December			
				Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
				December 15, 2017				January 16, 2018			
				December 20, 2017	December 20, 2017	December 20, 2017	0	January 20, 2018	January 20, 2018	January 20, 2018	0
				December 30, 2017	NA	NA		January 31, 2018	NA	NA	
								January 31, 2018	January 31, 2018	January 31, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	NA			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$32,430.00	18.1%				\$2,938.77	-\$2,938.77	9.1%	\$2,938.77	-\$5,877.54	9.1%	\$5,877.54	9.1%
Travel	\$5,775.00	0.0%				\$0.00	\$0.00	0.0%	\$19.73	-\$19.73	0.0%	\$0.00	0.0%
Occupancy	\$8,140.00	11.8%				\$222.00	-\$222.00	2.7%	\$740.00	-\$962.00	9.1%	\$962.00	5.9%
Communication	\$1,610.00	3.2%				\$12.00	-\$12.00	0.7%	\$40.00	-\$52.00	2.5%	\$52.00	1.6%
Supplies/Equipments	\$825.00	0.0%				\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Other Directs	\$12,350.00	4.4%				\$100.00	-\$100.00	0.8%	\$446.04	-\$546.04	3.6%	\$546.04	2.2%
Indirect/Overhead	\$0.00	#DIV/0!				\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
	\$61,130.00	0.121991003				\$3,272.77	-\$3,272.77	5.4%	\$4,184.54	-\$7,457.31	6.8%	\$7,437.58	6.1%

Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
N/A													
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
Total	\$61,130.00	0.121991003	\$0.00	\$0.00	0.0%	\$3,272.77	-\$3,272.77	5.4%	\$4,184.54	-\$7,457.31	6.8%	\$7,437.58	4.1%

Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

This site visit encompassed a review of KCSV's facilities, administration, compliance with reporting requirements, program expenditures, responsiveness to member needs, and progress on program goals. Issues addressed included timely submission of CURT and Quarterly reports, documenting and tracking in-kind expenses, possible budget revision requests, documenting units of service in CSTARs, and formalizing volunteer training.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding: Grantee's reports have been generally on time, and have required relatively few revisions. Disallowed expenses have been discussed/resolved with grantee.	Finding: Grantee has been expending grant funds throughout the grant period, and is close to the burn rate required to expend all funds by the close of the grant period. Grantee created a Financial Policy and Procedure manual following a recommendation from the FY17 site visit. Potential budget revisions were discussed. Spending is slightly below target, and grantee was advised to increase spending to meet expected burn rate.	Finding: To date, grantee has held 6 of 11 planned workshops, 6 of 11 planned social activities, increased membership by 6 of the planned 10 new members, and opened the KCSV food pantry 7 of the planned 22 times, and held 2 of the 5 planned technology trainings.
Deficiencies: Some reports were submitted slightly behind schedule. Process of entering CSTARs data continues to be an issue, but grantee is working with DCOA staff to enter units correctly.		
Recommendations: Continue to interface with DCOA staff to input units of service into CSTARs, continue submitting monthly reports in a timely manner	Corrective Actions Planned: Increase spending to meet burn rate required to expend all program funds by end of the grant period.	Recommendations: None, program progress substantially on track.

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	0	Average Day Reports submitted past due date
Budget & Finance	30%	29	4.07%	Average Burn Rate
Program Progress	30%	30	#DIV/0!	Average Progress Rate
Site Visit	20%	20	0%	Total Site Visit Score

Total Score (Points): 79 /100

Final Notes: Please write your overall evaluation of the site visit

Overall this was a productive site visit with a grantee who is making good progress on program goals and financial management. In its second fiscal year, Kingdom Care Village has made significant strides in launching and sustaining a new village in Ward 8. Spending targets are only slightly below where they need to be to expend all program funds by the end of the fiscal year. Progress on program goals has been consistent, and all program goals will be met by the end of the grant period.

Recommendation: None.

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?			1	Grantee does not have any paid staff, so does not have a personnel manual. Contractors pay their own taxes/contributions/insurance. Their work is self-directed and completed mostly off-site.
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			Resumes for contractors are in each contractor's file along with the MOU/contract detailing pay and other parameters of their expected work activity.
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			Currently staff contractors are in line with the budget and grant application.
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?			1	To the extent there are contractor files with personal information, they are kept in a locke office in a secure file cabinet.
Personnel	6	Staff certifications and licenses are current and evident in the employee file?			1	
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			contractors undergo background screening by the DC police department.
Personnel	8	Staff development program includes training?	1			yes, but limited.
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?		1		Recommended that grantee develop and institute more rigorous and formal volunteer training.
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including: DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?			1	
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			

Personnel	12	Is the up-to-date organization chart available?			1	
			6	1		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			Since the prior site visit, KCSV has developed a "Finance Policy and Procedure Manual" which includes bank account, petty cash, credit card, and supplier policies.
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			Cedric Griffin is the contractor responsible for financial management of the grant. He and Kathy Griffin meet on a weekly basis to ensure all expenses are captured, that grant expenses are allocated to the correct budget categories, and that grant and charitable funds from other sources are not commingled.
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			Recommendation: Grantee was reminded to document all in-kind expenditures
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			See grant application
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?			1	
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			Only potential budget revisions have been discussed at this point. Grantee was reminded to send revision requests in writing.
Financial	21	Were written procurement policies and procedures readily available?	1			As noted above, grantee has created a Finance Policy and Procedure Manual
Financial	22	Did it state clear specifications on request for bids and/or competition process?	1			
Financial	23	Were files maintained for all purchases?	1			

Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			Finance Policy and Procedure Manual details supplier policy
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11	0
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Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			Yes, where applicable.
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Yes, KCSV uses Wild Apricot to track members, donations, and to manage the website form the backend. One issue is Wild Apricot increasing its fees by \$40 per month.
Administration And Reports	28	Is it used?	1			Yes, see above.

4	0
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Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			KCSV is based primarily at the Greatger Fellowship Full Baptist Church at 814 Alabama Ave SE. There is a handicapped-accessible space in the church for service provision, and a locked office on the second floor for use by staff. KCSV also has office space at the Washington Arts Center which is just down the road.
Facility	30	Is there adequate space for conducting program activities?	1			yes, see above
Facility	31	Is there space for providing confidential counseling sessions for seniors?			1	
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?			1	
Facility	33	Evidence of employee orientation to policies and drug awareness program?			1	

Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?	1			See above. KCSV has two office spaces which are separate from service areas.
Facility	36	Is there an up-to-date emergency preparedness plan available?		1		Recommendation: develop emergency preparedness plan
			3	1		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?		1		KCSV has not to this point collected information on member's financial status. Recommend this information be collected moving forward. Intake currently includes gender, home status, health status.
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			KCSV continues to work with DCOA staff to enter in participant data into the CSTARs system.
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			post-event evals, end of year surveys, and informal 'snack and chats'
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			Transportation which is outside of the beltway was disallowed in the first months of the grant period. Grantee was reminded of travel policy.
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			yes, by phone
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			There are currently 14 volunteers at KCSV

Site Visit Notes:

Finding: None
Deficiencies: None
Corrective Actions Planned: None

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	86%	6	1	7
Financial	100%	11	0	11
Administration And Reports	100%	4	0	4
Facility	75%	3	1	4
General Service Delivery	94%	16	1	17
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#REF!	#REF!	#REF!	#REF!
Congregate Meal	#REF!	#REF!	#REF!	#REF!
Counseling	#REF!	#REF!	#REF!	#REF!
Health Promotion	#REF!	#REF!	#REF!	#REF!
Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Recreation Socialization	#REF!	#REF!	#REF!	#REF!
Weekend Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Nutrition Counseling	#REF!	#REF!	#REF!	#REF!
Nutrition Education	#REF!	#REF!	#REF!	#REF!
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#REF!	#REF!	#REF!	#REF!

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: <u>Kingdom Care Senior Village</u> Grant Title: <u>Expanding services to seniors</u> Grantee Address: <u>814 Alabama Avenue SE</u> Grant Monitor Name: <u>Phil Hashey</u>	Grant Period: <u>11/29/2017 - 9/30/2018</u> Total Grant Amount: \$ <u>61,130.50</u> Local/District Grant Amount: \$ <u>61,130.50</u> Federal Grant Amount: \$ <u>-</u>	Date of visit: <u>4/20/2018</u> Total Score for the visit: <u>79 / 80</u> Grantee #: <u>GFNVW8-6-18</u> PO#: <u>PO576317</u>
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Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
M1
CURT (page 40)
Q & Y (page 59)
Audit

January				February				March			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 15, 2018				March 15, 2018				April 14, 2018			
February 20, 2018	February 20, 2018	February 20, 2018	0	March 20, 2018	March 20, 2018	March 20, 2018	0	April 20, 2018	April 19, 2018	April 19, 2018	-1
February 28, 2018	February 28, 2018	February 28, 2018	0	March 31, 2018	April 3, 2018	April 3, 2018	3	April 28, 2018	May 7, 2018	May 7, 2018	9
								April 30, 2018	May 7, 2018	May 7, 2018	7
								March 31, 2018			

Finance and Budget Management:

Local/District Funds	January			February			March			QUARTER 2				
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$32,430.00	\$0.00	0.0%	\$2,938.77	\$23,613.69	9.1%	\$2,938.77	\$20,674.92	9.1%	\$2,938.77	\$17,736.15	9.1%	\$8,816.31	9.1%
Travel	\$5,775.00	\$0.00	0.0%	\$73.29	\$0.00	1.3%	\$106.48	-\$106.48	0.0%	\$82.93	-\$189.41		\$262.70	0.6%
Occupancy	\$8,140.00	\$0.00	0.0%	\$740.00	\$6,438.00	9.1%	\$240.00	\$6,198.00	2.9%	\$1,240.00	\$4,958.00	15.2%	\$2,220.00	9.1%
Communication	\$1,610.00	\$0.00	0.0%	\$138.00	\$1,420.00	8.6%	\$515.00	\$905.00	32.0%	\$40.00	\$865.00	2.5%	\$693.00	14.3%
Supplies/Equipments	\$825.00	\$0.00	0.0%	\$107.62	\$0.00	13.0%	\$0.00	\$0.00	0.0%	\$373.50	-\$373.50	0.0%	\$481.12	4.3%
Other Directs	\$12,350.00	\$0.00	0.0%	\$666.74	\$11,137.22	5.4%	\$580.30	\$10,556.92	4.7%	\$779.95	\$9,776.97	6.3%	\$2,026.99	5.5%
Indirect/Overhead	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		\$0.00			
Total	\$ 61,130.00	\$0.00	0.0%	\$ 4,664.42	\$42,608.91	7.6%	\$ 4,380.55	\$38,228.36	7.2%	\$ 5,455.15	\$32,773.21	8.9%	\$ 14,500.12	7.9%

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
Total	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	

Program and Performance Progress:

Performance Objective	January			February			March			QUARTER 2			
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
0	0	0%	0	0		0	0		0	0		0	
0	0	0%	0	0		0	0		0	0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	3	Average Day Reports submitted past due date
Budget & Finance	30%	29		Average Burn Rate
Program Progress	30%	30	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Kingdom Care Senior Village
 Grant Title: Expanding services to seniors
 Grantee Address: 814 Alabama Avenue SE
 Grant Monitor Name: Phil Hashey

Grant Period: 11/29/2017 - 9/30/2018
 Total Grant Amount: 61130.5
 Local/District Grant Amount: 61130.5
 Federal Grant Amount: 0

Date of visit: _____
 Total Score for the visit: 0 / 80
 Grantee #: GFNVW8-6-18
 PO#: PO576317

*Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018				June 15, 2018				July 14, 2018			
May 19, 2018				June 20, 2018				July 20, 2018			
May 31, 2018				June 30, 2018				July 31, 2018			
								July 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$32,430.00	\$0.00	0.0%		\$32,430.00		\$32,430.00				\$32,430.00			
Travel	\$5,775.00	\$0.00					\$0.00				\$0.00			
Occupancy	\$8,140.00	\$0.00	0.0%				\$0.00				\$0.00			
Counseling	\$1,610.00	\$0.00	0.0%				\$0.00				\$0.00			
Supplies/Equipments	\$825.00	\$0.00					\$0.00				\$0.00			
Other Directs	\$12,350.00	\$0.00	0.0%				\$0.00				\$0.00			
Indirect/Overhead	\$0.00	\$0.00	#DIV/0!				\$0.00				\$0.00			
	\$61,130.00	\$0.00	0.0%	\$0.00	\$32,430.00	0.0%	\$0.00	\$32,430.00	0.0%	\$0.00	\$32,430.00	0.0%	\$0.00	0.0%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
	\$ -	#DIV/0!	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	
Total	\$61,130.00	#DIV/0!	#DIV/0!	\$0.00	\$32,430.00	#DIV/0!	\$0.00	\$32,430.00	#DIV/0!	\$0.00	\$32,430.00	#DIV/0!	\$0.00	

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
N/A	0	#DIV/0!		0			0			0		0	
0	0	0%		0			0			0		0	
0	0	0%		0			0			0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:		Site Visit Notes on Finance and Budget Management:		Site Visit Notes on Program and Performance Progress	
Finding:		Finding:		Finding:	
Deficiencies:		Deficiencies:		Deficiencies:	
Corrective Actions Planned:		Corrective Actions Planned:		Corrective Actions Planned:	

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	0	Average Day Reports submitted past due date
Budget & Finance	30%	0	Average Burn Rate
Program Progress	30%	0	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Kingdom Care Senior Village
 Grant Title: Expanding services to seniors
 Grantee Address: 814 Alabama Avenue SE
 Grant Monitor Name: Phil Hashey

Grant Period: 11/29/2017 - 9/30/2018
 Total Grant Amount: 61130.5
 Local/District Grant Amount: 61130.5
 Federal Grant Amount: 0

Date of visit: 10/4/2016
 Total Score for the visit: 0 / 100
 Grantee #: GFNVW8-6-18
 PO#: PO576317

*Presite form: Please fill in data each month while processinging M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice M1 CURT (page 40) Q & Y (page 59)	July				August				September			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	August 15, 2018				September 15, 2018				October 12, 2018			
	August 21, 2018				September 20, 2018				October 12, 2018			
	August 31, 2018				September 29, 2018				October 31, 2018			
									October 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$32,430.00	\$0.00	0.0%		\$32,430.00		\$32,430.00		\$32,430.00		\$32,430.00			
Travel	\$5,775.00	\$0.00	0.0%		\$5,775.00		\$5,775.00		\$5,775.00		\$5,775.00			
Occupancy	\$8,140.00	\$0.00	0.0%		\$8,140.00		\$8,140.00		\$8,140.00		\$8,140.00			
Counseling	\$1,610.00	\$0.00	0.0%		\$1,610.00		\$1,610.00		\$1,610.00		\$1,610.00			
Supplies/Equipments	\$825.00	\$0.00	0.0%		\$825.00		\$825.00		\$825.00		\$825.00			
Other Directs	\$12,350.00	\$0.00	0.0%		\$12,350.00		\$12,350.00		\$12,350.00		\$12,350.00			
Indirect/Overhead	\$0.00	\$0.00	#DIV/0!		\$0.00		\$0.00		\$0.00		\$0.00			
	\$61,130.00	\$0.00	0.0%	\$0.00	\$61,130.00	0.0%	\$0.00	\$61,130.00	0.0%	\$0.00	\$61,130.00	0.0%	\$0.00	0.0%

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!			
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!			
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!			
	\$0.00	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	

Total	\$61,130.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	
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Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
0	0	0	0%	0		0		0		0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:

Corrective Actions Planned:		
	Corrective Action Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	#DIV/0!	#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): /100

Final Notes: Please write your overall evaluation of the site visit

Findings:

KEY:	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
	0	20	8.33%	30	8.33%	30	100%	20
	1	19	8.05	29	8.05	29	98%	19
	2	18	7.77	28	7.77	28	96%	18
	3	17	7.50	27	7.50	27	94%	17
	4	16	7.22	26	7.22	26	92%	16
	5	15	6.94	25	6.94	25	90%	15
	6	14	6.66	24	6.66	24	88%	14
	7	13	6.39	23	6.39	23	86%	13
	8	12	6.11	22	6.11	22	84%	12
	9	11	5.83	21	5.83	21	82%	11
	10	10	5.55	20	5.55	20	80%	10
	11	9	5.28	19	5.28	19	78%	9
	12	8	5.00	18	5.00	18	76%	8
	13	7	4.72	17	4.72	17	74%	7
	14	6	4.44	16	4.44	16	72%	6
	15	5	4.17	15	4.17	15	70%	5
	Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				

Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the coment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				

General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				

Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				

Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions?				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				

Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
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RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					

Please rank your level of satisfaction with the quality of program activities at this facility

Please rank your level of satisfaction with the delivery of program activities at this facility

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist: YES / NO

How many on list and explain: N/A
How long will it take to enroll those on the list: N/A

Please describe your outreach efforts

Site Visit Notes:

Finding: None.
Deficiencies: None.
Corrective Actions Planned: None.



	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	#DIV/0!	0	0	0
Financial	#DIV/0!	0	0	0
Administration And Reports	#DIV/0!	0	0	0
Facility	#DIV/0!	0	0	0
General Service Delivery	#DIV/0!	0	0	0
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#DIV/0!	0	0	0
Congregate Meal	#DIV/0!	0	0	0
Counseling	#DIV/0!	0	0	0
Health Promotion	#DIV/0!	0	0	0
Home Delivered Meals	#DIV/0!	0	0	0
Recreation Socialization	#DIV/0!	0	0	0
Weekend Home Delivered Meals	#DIV/0!	0	0	0
Nutrition Counseling	#DIV/0!	0	0	0
Nutrition Education	#DIV/0!	0	0	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#DIV/0!	0	0	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: Providence Hopsital
 Grant Title: Model Cities SWC
 Grantee Address: 1901 Everts St. NE 20018
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: \$426,241
 Local/District Grant Amount: \$409,799
 Federal Grant Amount: \$16,442

Date of visit: 2/23/2018
 Total Score for the visit: 70 / 100
 Grantee #: _____
 PO#: PO573376

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice M1 CURT (page 40) Q & Y (page 59)	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	November 15, 2017	November 24, 2017	November 24, 2017	9	December 15, 2017	December 30, 2017	December 30, 2017	15	January 16, 2018	January 24, 2018	January 24, 2018	8
	November 20, 2017	November 24, 2017	November 24, 2017	4	December 20, 2017	December 30, 2017	December 30, 2017	10	January 20, 2018	January 24, 2018	January 24, 2018	4
	November 30, 2017	November 24, 2017	November 24, 2017	-6	December 30, 2017	December 30, 2017	December 30, 2017	0	January 31, 2018	January 24, 2018	January 24, 2018	-7

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion	\$360,319.00		\$21,889.69	\$338,429.31	6.1%	\$22,490.00	\$315,939.31	11.4%	\$32,247.51	\$283,691.80	22.0%	\$76,627.20	21.3%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IID	\$16,442.00					\$0.00	\$16,442.00	0.0%	\$1,650.00	\$14,792.00	5.4%	\$1,650.00	10.0%
DDS Older Blind	\$49,480.00					\$0.00			\$5,316.99	\$44,163.01		\$5,316.99	
Total	\$376,761.00		\$21,889.69	\$338,429.31	5.8%	\$22,490.00	\$315,939.31	6.0%	\$39,214.50	\$293,166.81	10.4%	\$83,594.19	22.2%

Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Health & Wellness	15,061 36.9%	5,554	9,507	36.9%	0	9,507	0.0%	0	9,507	0.0%	5,554	12.3%
Older Blind Program	7,468 45.6%	2,505	4,963	33.5%	498	4,465	6.7%	402	4,063	5.4%	3,405	15.2%
Recreation and Socialization	2,569 55.5%	1,138	1,431	44.3%	289	1,142	11.2%	0	1,142	0.0%	1,427	18.5%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding: <i>October's M1; CURT; CSTAR reports have all been submitted and processed</i>	Finding: <i>Current funding allocated for Nutritionist position requires reallocation</i>	Finding: <i>On target with performance goals and objectives</i>
Deficiencies: <i>CURT reports have been late each month for the 1st quarter</i>	Deficiencies:	Deficiencies:
Corrective Actions Planned: <i>Provide PD with advance notification regarding deadline for submission</i>	Corrective Actions Planned:	Corrective Actions Planned:

Score Card	Assigned Weight	Raw Score (Points)	
Reporting	20%	5	Average Day Reports submitted past due date
Budget & Finance	30%	30	Average Burn Rate
Program Progress	30%	15	Average Progress Rate
Site Visit	20%	20	Total Site Visit Score

Total Score (Points): 70 /100

Final Notes: Please write your overall evaluation of the site visit

My overall evaluation site visit to Hattie Holmes Senior Wellness Center was very informative. The Project Director informed me of the new outreach opportunities provided to the senior member this fiscal year. The additional support providing on behalf of the volunteer nutritionist during staff vacancy

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?		1		Nutritionist position vacant since 2/16/2018. Mary's Center has conduct interviews and have a potential candidate for the position
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?		1		During Site Visit it was discovered the Nutritionist did not possess valid licensure
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			AED Training, 10/17/2017, Data Collection 11/17/2017, Untold Research 12/15/2017
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			Nutritionist did not possess valid Nutritionist/ Dietician license. Expired certifications
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			Program Director is required to submit a
Financial	21	Were written procurement policies and procedures readily available?	1			
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	
Financial	23	Were files maintained for all purchases?	1			Contractors and program staff supply receipts were made available upon request
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Staff and consultants Timesheets, invoices and proof of payments were recorded and locked in file cabinet
Administration And Reports	28	Is it used?	1			
			1	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?		1		Soiled carpet throughout center. Unsecure doors in rear of facility

Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			Mary's Center requires staff to attend and acknowledge drug safety rules and regulation. Staff are randomly drug tested. Annual certification in personnel files
Facility	34	Crime reduction hot spot plan is implemented?		1		
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			Shelter in place and evacuation signs posted throughout the center
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?			0	Located at Mary's Center Headquarter
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Program and Service Satisfaction surveys conducted semi-annual in the months of March & September for Performance Goals and Outcome Measures
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			

General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			10 active volunteers & 40 volunteer hours for 1st quarter.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			Volunteers are screened annually
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			Staff members refer clients to Ward 4 Lead Agency and Mary's Center for additional resources
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			During orientation, Hattie Holmes staff access new members and provide a comprehensive plan while attending the center
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			Project Director discloses Participants contributions on a quarterly basis at members assembly meetings as well as the center calendar
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?			1	
Case Management	57	Does the agency assess the need for and initiate protective arrangements?			1	
Case Management	58	Does the agency participate as a member of the participant's plan of care team?			1	
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?			1	
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?			1	
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?			1	
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?			1	
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?			1	
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?			1	
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?			1	
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:			1	
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?			1	
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?			1	
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?			1	
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			A social worker from Mary's Center is onsite at the center twice a week

Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			Members are required to be re-assessed annually
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?			1	
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?			1	
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?			1	
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.			1	
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?			1	
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?			1	
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?			1	
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?			1	
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?			1	
Congregate Meal	88	Are meals served as planned and delivered?			1	
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?			1	

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?			1	
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?			1	
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?			1	
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?			1	
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?			1	
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?			1	
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?			1	
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?			1	
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?			1	
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?			1	
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?			1	
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			

Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			Staff informs members that a social worker is available upon request
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			Staff refer member or family member to the Lead Agency
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?		1		A strong recommendation was provided in Site Visit report
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			The center have inspirational sessions, how to detect depression sessions, Meal Planning, Lifestyle changes
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			10	1		

#VALUE!

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			Calendars are available at the beginning of each month
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	1	-	-	The Project Director will provide the Grant Monitor with an incident report and reach out to the lead agency for intervention
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			Nutritional Education sessions are held weekly
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			Nutritional information is distributed and available at the information station
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: Thomas Hanver	Verify Age: <input style="width: 40px;" type="text" value="75"/>	Date of last intake: <input style="width: 40px;" type="text" value="11/8/2017"/> Date of last nutrition screen: <input style="width: 40px;" type="text" value="11/8/2017"/> Date of medical clearance form: <input style="width: 40px;" type="text" value="11/8/2017"/> Date of last fitness waiver: <input style="width: 40px;" type="text" value="11/8/2017"/>
	Extremely satisfied Moderately satisfied Slightly satisfied Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input type="checkbox"/>	<input type="checkbox"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input type="checkbox"/>	<input type="checkbox"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Member indicated that he does not eat lunch at the center		

Name: Barbara Jenkins	Verify Age: <input style="width: 40px;" type="text" value="82"/>	Date of last intake: <input style="width: 40px;" type="text" value="3/11/2017"/> Date of last nutrition screen: <input style="width: 40px;" type="text" value="3/11/2017"/> Date of medical clearance form: <input style="width: 40px;" type="text" value="3/11/2017"/> Date of last fitness waiver: <input style="width: 40px;" type="text" value="3/11/2017"/>
	Extremely satisfied Moderately satisfied Slightly satisfied Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
N/A	
How long will it take to enroll those on the list:	
NA	

Please describe your outreach efforts

Site Visit Notes:

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	11	0	11
Financial	69%	9	0	13
Administration And Reports	100%	4	0	4
Facility	88%	7	2	8
General Service Delivery	95%	18	0	19
Case Management	100%	1	0	1
Comprehensive Assessment	0%	0	0	0
Congregate Meal	0%	0	0	0
Counseling	90%	9	1	10
Health Promotion	100%	6	0	6
Home Delivered Meals	0%	0	0	0
Recreation Socialization	100%	4	0	4
Weekend Home Delivered Meals	0%	0	0	0
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	3	0	3
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor				
Total Site Visit Score	92%	78	3	85

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST**

Grantee Name: <u>Providence Hopsital</u>	Grant Period: <u>10/1/2017 - 9/30/2018</u>	Date of visit: <u>2/23/2018</u>
Grant Title: <u>Model Cities SWC</u>	Total Grant Amount: <u>\$426,241</u>	Total Score for the visit: <u>0 / 100</u>
Grantee Address: <u>1901 Evarsts St. NE 20018</u>	Local/District Grant Amount: <u>\$409,799</u>	Grantee # _____
Grant Monitor Name: <u>Stephanie Bryant</u>	Federal Grant Amount: <u>\$16,442</u>	PO# <u>PO573376</u>

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
M1
CURT (page 40)
Q & Y (page 59)
Audit

January				February				March			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 15, 2018	February 15, 2018	February 15, 2018		March 15, 2018	March 15, 2018	March 15, 2018		April 14, 2018	April 14, 2018	April 14, 2018	0
February 20, 2018	February 20, 2018	February 20, 2018		March 20, 2018	March 20, 2018	March 20, 2018		April 20, 2018	April 20, 2018	April 20, 2018	0
February 28, 2018	February 28, 2018	February 28, 2018		March 31, 2018	March 31, 2018	March 31, 2018		April 28, 2018	April 28, 2018	April 28, 2018	0
								April 20, 2018	April 20, 2018	April 20, 2018	0
								March 30, 2018	March 30, 2018	March 30, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	January			February			March			QUARTER 2	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion/Disease Prevention	\$360,319.00	\$76,627.20	22.0%	\$27,336.53	\$256,355.27	29.0%	\$24,147.51	\$232,207.76	35.6%	\$39,798.98	\$192,408.78	46.6%	\$167,910.22	37.1%
		\$0.00												
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IIID	\$16,442.00	\$1,650.00	10.0%	\$585.00	\$14,207.00	13.6%	\$1,335.00	\$12,872.00	21.7%	\$270.00	\$12,602.00	23.4%	\$3,840.00	
Older Blind	\$49,480.00	\$5,316.99	10.7%	\$1,680.00	\$42,483.01	14.1%	\$5,248.30	\$37,234.71	24.7%	\$3,005.91	\$34,228.80	30.8%	\$15,251.20	23.2%
		\$0.00			\$0.00			\$0.00			\$0.00			
Total	\$426,241.00	\$83,594.19	20%	\$29,601.53	\$313,045.28	26.6%	\$30,730.81	\$282,314.47	33.8%	\$43,074.89	\$239,239.58	43.9%	\$187,001.42	34.7%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	January			February			March			QUARTER 2		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	9,507	0.0%	0	9,507	0.0%	0	9,507	0.0%	0	0.0%
Older Blind Program	7,468	3,405	46%	0	4,063	0.0%	0	4,063	0.0%	0	4,063	0.0%	0	0.0%
Recreation and Socialization	2,569	1,427	56%	0	1,142	0.0%	0	1,142	0.0%	0	1,142	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	34.73%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: Providence Hopsital
 Grant Title: Model Cities SWC
 Grantee Address: 1901 Everts St. NE 20018
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 426241
 Local/District Grant Amount: 409799
 Federal Grant Amount: 16442

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573376

*Presite form: Please fill in data each month while processsing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018	May 15, 2018	May 15, 2018	0	June 15, 2018	June 15, 2018	June 15, 2018	0	July 14, 2018	July 14, 2018	July 14, 2018	0
May 19, 2018	May 19, 2018	May 19, 2018	0	June 20, 2018	June 20, 2018	June 20, 2018	0	July 20, 2018	July 20, 2018	July 20, 2018	0
May 31, 2018	May 31, 2018	May 31, 2018	0	June 30, 2018	June 30, 2018	June 30, 2018	0	July 30, 2018	July 30, 2018	July 30, 2018	0
								July 20, 2018	July 20, 2018	July 20, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Senior Services	\$360,319.00	\$167,910.00	36.7%	\$27,762.50	\$164,646.50	54.3%	\$26,222.49	\$138,424.01	61.6%	\$27,547.82	\$110,876.19	69.2%	\$249,442.81	
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IIID	\$16,442.00	\$3,840.00	13.3%	\$0.00	\$12,602.00	23.4%	\$520.00	\$12,082.00	26.5%	\$4,691.61	\$7,390.39		\$9,051.61	24.9%
Older Blind	\$ 49,480.00	\$15,251.20		\$ 2,790.00	\$31,438.80	36.5%	\$ 2,525.00	\$28,913.80			\$28,913.80		\$20,566.20	36.5%
Total	\$426,241.00	\$171,750.00	50.0%	\$30,552.50	\$223,938.50	47.5%	\$29,267.49	\$194,671.01	54.3%	\$32,239.43	\$162,431.58	61.9%	\$263,809.42	54.6%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	9,507	0.0%	0	9,507	0.0%	0	9,507	0.0%	0	0.0%
Older Blind Program	7,468	3,405	46%	0	4,063	0.0%	0	4,063	0.0%	0	4,063	0.0%	0	0.0%
Recreation and Socialization	2,569	1,427	56%	0	1,142	0.0%	0	1,142	0.0%	0	1,142	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	54.56%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): 50 /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: Providence Hopsital
 Grant Title: Model Cities SWC
 Grantee Address: 1901 Everts St. NE 20018
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 426241
 Local/District Grant Amount: 409799
 Federal Grant Amount: 16442

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573376

Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018	August 15, 2018	August 15, 2018	0	September 15, 2018	September 15, 2018	September 15, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 21, 2018	August 21, 2018	August 21, 2018		September 20, 2018	September 20, 2018	September 20, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 30, 2018	August 30, 2018	August 30, 2018	0	September 30, 2018	September 30, 2018	September 30, 2018	0	October 31, 2018	October 31, 2018	October 31, 2018	0
								October 15, 2018	October 15, 2018	October 15, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Senior Services	\$360,319.00	\$249,442.81	69.2%	\$33,157.59	\$77,718.60	78.4%	\$42,584.04	\$35,134.56	90.2%	\$29,853.07	\$5,281.49	98.5%	\$355,037.51	89.1%
Federal Funds														
Title IID	\$16,442.00	\$9,051.61	55.1%	\$4,215.00	\$3,175.39	80.7%	\$1,606.52	\$1,568.87	90.5%	\$1,450.00	\$118.87	99.3%	\$16,323.13	
Older Blind	\$ 49,480.00	\$20,566.20		\$ 5,272.52	\$23,641.28	52.2%	\$ 5,765.46	\$17,875.82		\$ 5,765.46	\$12,110.36	75.5%	\$37,369.64	
Total	\$426,241.00	\$279,060.62	65.5%	\$42,645.11	\$104,535.27	75.5%	\$49,956.02	\$54,579.25	87.2%	\$37,068.53	\$17,510.72		\$37,369.64	81.3%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	15,061	0.0%	0	15,061	0.0%	0	15,061	0.0%	0	0.0%
Older Blind Program	7,468	3,405	46%	0	1,914	0.0%	0	1,914	0.0%	0	1,914	0.0%	0	0.0%
Recreation and Socialization	2,569	1,427	56%	0	-836	0.0%	0	-836	0.0%	0	-836	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	0
Budget & Finance	30%	30	81.34%
Program Progress	30%	0	0.0%
Site Visit	20%	#DIV/0!	#DIV/0!

Average Day Reports submitted past due date
 Average Burn Rate
 Average Progress Rate
 Total Site Visit Score

Total Score (Points): #DIV/0! /100

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?			1	Ask Ann Richardson
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				

Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				

General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				

Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				

0 0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				

Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:			-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?			1	
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;			1	
Home Delivered Meals	123	Are arrangements made for delivery of meals?			1	
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?			1	
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:		-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
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Please rank your level of satisfaction with the delivery of meals at this facility											
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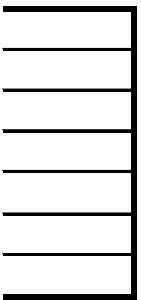
Site Visit: *Please complete the following during a site visit*

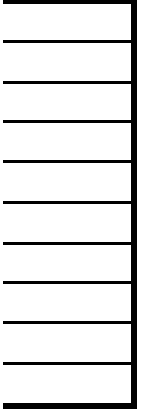
Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

Site

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Case Management	#DIV/0!	0
Comprehensive Assessment	#DIV/0!	0
Congregate Meal	#DIV/0!	0
Counseling	#DIV/0!	0
Health Promotion	#DIV/0!	0
Home Delivered Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Weekend Home Delivered Meals	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	#DIV/0!	0





Corrective Action:	Corrective Action:	Corrective Action:
Recommendations:	Recommendation:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	44	Average Day Reports submitted past due date
Budget & Finance	30%	18	5.05%	Average Burn Rate
Program Progress	30%	30	9.6%	Average Progress Rate
Site Visit	20%	#DIV/0!	#DIV/0!	Total Site Visit Score

Total Score (Points): /100

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation:

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
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			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
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Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
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			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
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Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				

Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions?				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				

Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:	-	-	-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				

Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				

Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>			Date of last intake: <input style="width: 40px;" type="text"/>
				Date of last nutrition screen: <input style="width: 40px;" type="text"/>
				Date of medical clearance form: <input style="width: 40px;" type="text"/>
				Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>			Date of last intake: <input style="width: 40px;" type="text"/>
				Date of last nutrition screen: <input style="width: 40px;" type="text"/>
				Date of medical clearance form: <input style="width: 40px;" type="text"/>
				Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
How long will it take to enroll those on the list:	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	

Please describe your outreach efforts
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>

Site Visit Notes:

Finding:
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
Deficiencies:
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>

Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	#DIV/0!	0	0	0
Financial	#DIV/0!	0	0	0
Administration And Reports	#DIV/0!	0	0	0
Facility	#DIV/0!	0	0	0
General Service Delivery	#DIV/0!	0	0	0
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#DIV/0!	0	0	0
Congregate Meal	#DIV/0!	0	0	0
Counseling	#DIV/0!	0	0	0
Health Promotion	#DIV/0!	0	0	0
Home Delivered Meals	#DIV/0!	0	0	0
Recreation Socialization	#DIV/0!	0	0	0
Weekend Home Delivered Meals	#DIV/0!	0	0	0
Nutrition Counseling	#DIV/0!	0	0	0
Nutrition Education	#DIV/0!	0	0	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor				
Total Site Visit Score	#DIV/0!	0	0	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Seabury Resource for Aging Ward 5
 Grant Title: Seabury Lead Agency Ward 5
 Grantee Address: 2900 Newton Street, NE DC 20018
 Grant Monitor Name: Maxine Crowder

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 891453
 Local/District Grant Amount: 1603901.6
 Federal Grant Amount: 89879

Date of visit: 0 / 100
 Total Score for the visit: 0 / 100
 Grantee # SEB027A-18
 PO# 573392

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)
 Audit

Due Date	January			Days Past Due	Due Date	February			Days Past Due	Due Date	March			Days Past Due
	Initial Date Received	Final Date Received	Final Date Received			Initial Date Received	Final Date Received	Final Date Received			Initial Date Received	Final Date Received		
February 15, 2018	February 15, 2018	February 15, 2018	February 15, 2018	0	March 15, 2018	March 15, 2018	March 15, 2018	0	0	April 16, 2018	April 16, 2018	April 16, 2018	0	
February 20, 2018	February 23, 2018	March 1, 2018	March 1, 2018	9	March 20, 2018	March 23, 2018	March 23, 2018	3	0	April 20, 2018	April 20, 2018	April 20, 2018	0	
February 28, 2018	February 20, 2018	February 20, 2018	February 20, 2018	-8	March 31, 2018	March 23, 2018	March 23, 2018	-8	-10	April 30, 2018	April 20, 2018	April 20, 2018	-10	
									422	April 20, 2017	April 23, 2018	June 16, 2018	422	
									0	March 31, 2018	March 31, 2018	March 31, 2018	0	

Finance and Budget Management:

Local/District Funds	FY16 NGA Amount	YTD PASS Receipt	YTD Burn Rate	January			February			March			QUARTER 2	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$1,312,732.00	\$458,587.47	34.9%	\$72,646.68	\$1,030,596.77	5.5%	\$74,943.69	\$955,653.08	5.7%	\$101,508.55	\$854,144.53	7.7%	\$249,098.92	6.3%
Travel	\$2,500.00	\$162.47	6.5%	\$33.76	\$2,390.25	1.4%	\$28.31	\$2,361.94	1.1%	\$24.41	\$2,337.53	1.0%	\$86.48	1.2%
Occupancy	\$57,439.00	\$58,372.01	101.6%	\$7,662.40	\$16,319.44	13.3%	\$9,997.21	\$6,322.23	17.4%	\$7,255.24	-\$933.01	12.6%	\$24,914.85	14.5%
Communication	\$27,664.00	\$3,238.43	11.7%	\$1,273.01	\$26,390.99	4.6%	\$1,486.98	\$24,904.01	5.4%	\$478.44	\$24,425.57	1.7%	\$3,238.43	3.9%
Supplies/ Equipment	\$33,999.00	\$8,826.17	26.0%	\$2,673.04	\$31,325.96	7.9%	\$3,982.23	\$27,343.73	11.7%	\$2,170.90	\$25,172.83	6.4%	\$8,826.17	8.7%
Other Directs	\$96,110.75	\$8,655.75	9.0%	\$2,424.75	\$93,686.00	2.5%	\$4,206.00	\$89,480.00	4.4%	\$2,025.00	\$87,455.00	2.1%	\$8,655.75	3.0%
Indirect Overhead	\$133,251.00	\$23,034.89	17.3%	\$6,639.67	\$126,611.33	5.0%	\$6,869.36	\$119,741.97	5.2%	\$9,525.86	\$110,216.11	7.1%	\$23,034.89	5.8%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
	\$ 1,663,695.75	\$560,877.19	19.1%	\$ 93,353.31	\$1,327,320.74	5.6%	\$ 101,513.78	\$1,225,806.96	6.1%	\$ 122,988.40	\$1,102,818.56	7.4%	\$ 317,855.49	6.4%

CDBG/Federal Funds	FY16 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotions Title IIIB	\$47,842.00	\$0.00	0.0%	\$0.00	\$47,842.00	0.0%	\$0.00	\$47,842.00	0.0%	\$0.00	\$47,842.00	0.0%	\$0.00	0.0%
Caregivers Support Title IIIB	\$34,081.00	\$0.00	0.0%	\$0.00	\$34,081.00	0.0%	\$0.00	\$34,081.00	0.0%	\$0.00	\$34,081.00	0.0%	\$0.00	0.0%
Indirect/Overhead	\$40,000.00	\$0.00	0.0%	\$0.00	\$40,000.00	0.0%	\$0.00	\$40,000.00	0.0%	\$0.00	\$40,000.00	0.0%	\$0.00	0.0%
	\$21,780.00	\$0.00	0.0%	\$0.00	\$21,780.00	0.0%	\$0.00	\$21,780.00	0.0%	\$0.00	\$21,780.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%

Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	37	Average Day Reports submitted past due date
Budget & Finance	30%	30	18.89%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

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Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	9.05%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): 0 /100

Final Notes: *Please write your overall evaluation of the site visit*

Findings:

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/ accredited or certification/ accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				

Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				

Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				

Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
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General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A	Verify Age: <input style="width: 50px; height: 20px;" type="text"/>	Date of last intake: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of last nutrition screen: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of medical clearance form: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of last fitness waiver: <input style="width: 50px; height: 20px;" type="text"/>			
	Extremely satisfied Moderately satisfied Slightly satisfied Not at all satisfied	COMMENTS			
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	

Name: N/A	Verify Age: <input style="width: 50px; height: 20px;" type="text"/>	Date of last intake: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of last nutrition screen: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of medical clearance form: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of last fitness waiver: <input style="width: 50px; height: 20px;" type="text"/>			
	Extremely satisfied Moderately satisfied Slightly satisfied Not at all satisfied	COMMENTS			
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:

YES / NO

Please describe your outreach efforts

How many on list and explain: None.
How long will it take to enroll those on the list:

Site Visit Notes:

Finding: None.
Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	#DIV/0!	0	0	0
Financial	#DIV/0!	0	0	0

Administration And Reports	#DIV/0!	0	0	0
Facility	#DIV/0!	0	0	0
General Service Delivery	#DIV/0!	0	0	0
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#DIV/0!	0	0	0
Congregate Meal	#DIV/0!	0	0	0
Counseling	#DIV/0!	0	0	0
Health Promotion	#DIV/0!	0	0	0
Home Delivered Meals	#DIV/0!	0	0	0
Recreation Socialization	#DIV/0!	0	0	0
Weekend Home Delivered Meals	#DIV/0!	0	0	0
Nutrition Counseling	#DIV/0!	0	0	0
Nutrition Education	#DIV/0!	0	0	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-				
Total Site Visit Score	#DIV/0!	0	0	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Seabury Resources for Aging
 Grant Title: Lead Agency Ward 6 Program
 Grantee Address: 555 Water Street SW, Washington DC 20024
 Grant Monitor Name: Kay-Anne Spence

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$829,209.06
 Local/District Grant Amount: \$743,182.06
 Federal Grant Amount: \$86,027.00

Date of visit: 3/22/2018
 Total Score for the visit: 83 / 100
 Grantee # SEB027CC-18
 PO# 573391

*Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
M1	November 15, 2017	November 29, 2017	November 29, 2017		December 15, 2017	December 14, 2017	December 14, 2017	-1	January 16, 2018	January 5, 2018	January 5, 2018	-11
CURT (page 40)	November 21, 2017	November 20, 2017	November 20, 2017	-1	December 20, 2017	December 20, 2017	December 20, 2017	0	January 19, 2018	January 22, 2018	January 22, 2018	3
Q & Y (page 59)	November 30, 2017	November 30, 2017	November 30, 2017	0	December 29, 2017	December 29, 2017	December 29, 2017	0	January 31, 2018	January 31, 2018	January 31, 2018	0
									January 20, 2018	January 19, 2018	January 19, 2018	-1

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$564,426.00	22.9%	\$34,112.74	\$530,313.26	6.0%	\$44,911.91	\$485,401.35	8.0%	\$50,181.27	\$435,220.08	8.9%	\$129,205.92	7.6%
Travel	\$1,000.00	19.6%	\$924.84	\$75.16	7.5%	\$120.48	\$804.36	12.0%	\$0.00	\$804.36	0.0%	\$195.64	6.5%
Occupancy	\$73,334.10	24.0%	\$5,775.00	\$67,559.10	7.9%	\$5,775.00	\$61,784.10	7.9%	\$6,023.18	\$55,760.92	8.2%	\$17,573.18	8.0%
Communication	\$14,835.00	11.8%	\$476.03	\$14,358.97	3.2%	\$413.43	\$13,945.54	2.8%	\$864.76	\$13,080.78	5.8%	\$1,754.22	3.9%
Supplies/Equipment	\$17,828.96	12.4%	\$572.39	\$17,256.57	3.2%	\$730.67	\$16,525.90	4.1%	\$912.38	\$15,613.52	5.1%	\$2,215.44	4.1%
Other Directs	\$3,413.00	3.4%	\$0.00	\$3,413.00	0.0%	\$115.62	\$3,297.38	3.4%	\$0.00	\$3,297.38	0.0%	\$115.62	1.1%
Indirect Overhead	\$65,345.00	19.8%	\$3,411.27	\$61,933.73	5.2%	\$4,491.19	\$57,442.54	6.9%	\$5,018.13	\$52,424.41	7.7%	\$12,920.59	6.6%
Less Grantee Share	\$3,000.00	-16.8%	-\$149.13	\$3,149.13	-5.0%	-\$162.34	\$3,311.47	-5.4%	-\$192.94	\$3,504.41	-6.4%	-\$504.41	-5.6%
	\$743,182.06	22%	\$44,273.46	\$698,908.60	6.0%	\$56,395.96	\$642,512.64	7.6%	\$62,806.78	\$579,705.86	8.5%	\$163,476.20	7.3%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Federal/3B 1320-18	\$45,393.00	0.0%	\$0.00	\$45,393.00	0.0%	\$0.00	\$45,393.00	0.0%	\$0.00	\$45,393.00	0.0%	\$0.00	0.0%
Federal/3E 1719-18	\$40,634.00	0.0%	\$0.00	\$40,634.00	0.0%	\$0.00	\$40,634.00	0.0%	\$0.00	\$40,634.00	0.0%	\$0.00	0.0%
	\$86,027.00	0	\$0.00	\$86,027.00	0.0%	\$0.00	\$86,027.00	0.0%	\$0.00	\$86,027.00	0.0%	\$0.00	0.0%
Total	\$829,209.06	0.197147146	\$44,273.46	\$784,935.60	5.3%	\$56,395.96	\$728,539.64	6.8%	\$62,806.78	\$665,732.86	7.6%	\$163,476.20	6.6%

Program and Performance Progress:

Unit: CaseMgmt	Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Unit: CaseMgmt	2,261.00	16.3%	123	2,139	5.4%	101	2,038	4.4%	147	1,892	6.5%	370	5.4%
Unit: CompAssmnt	178.00	18.3%	5	173	2.8%	9	164	5.1%	19	146	10.4%	33	6.1%
Unit: CongrMeal	35,395.00	21.4%	2951	32,444	8.3%	2431	30,013	6.9%	2,206	27,807	6.2%	7588	7.1%
Unit: Counseling	7,348.00	27.4%	544	6,804	7.4%	693	6,112	9.4%	777	5,335	10.6%	2014	9.1%
Unit: HDMealWkDay	63,591.00	28.8%	7535	56,056	11.8%	5556	50,500	8.7%	5,210	45,290	8.2%	18301	9.6%
Unit: HDMealWkEnd	11,364.00	21.1%	446	10,918	3.9%	856	10,062	7.5%	1,092	8,970	9.6%	2394	7.0%
Unit: HealthPro	19,733.00	14.0%	1013	18,720	5.1%	913	17,807	4.6%	832	16,975	4.2%	2758	4.7%
Unit: NuttCouns	369.00	16.8%	4	365	1.1%	24	341	6.5%	34	307	9.2%	62	5.6%
Unit: NuttEduc	5,420.00	20.9%	481	4,939	8.9%	276	4,663	5.1%	378	4,285	7.0%	1135	7.0%
Unit: Rec/Soc	60,971.00	22.5%	5070	55,901	8.3%	4537	51,364	7.4%	4,113	47,251	6.7%	13720	7.5%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

The spending rate for Seabury Ward 6 is below the 25% mark. DCOA expects grantees to spend 25% of their NGA budget at the end of Quarter 1. Seabury Ward 6 was \$43,826.07 below the mark. Be sure to explain this deficit and monitor so that you can spend the funds. Performance Objectives need to be looked at. At the of Quarter 1,

<i>Site Visit Notes on Compliance with Reporting Requirements:</i>	<i>Site Visit Notes on Finance and Budget Management:</i>	<i>Site Visit Notes on Program and Performance Progress</i>
Finding: Unit Invoice: Submitted on time; but the October Unit Invoice was submitted 14 days late.	Finding:	Finding:
M-1: Submitted on time; but the January M-1 was submitted 3 days late.		
CURT: Submitted on time.		
Corrective Action:	Deficiencies:	Deficiencies:
Recommendations:	Recommendation:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	Average Day Reports submitted past due date
Budget & Finance	30%	23	Average Burn Rate

Program Progress	30%	20	5.8%	Average Progress Rate
Site Visit	20%	20	103%	Total Site Visit Score

Total Score (Points): 83 /100

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation:

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			
Financial	21	Were written procurement policies and procedures readily available?	1			
Financial	22	Did it state clear specifications on request for bids and/or competition process?	1			
Financial	23	Were files maintained for all purchases?	1			
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?	1			
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			8	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?	1			
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			19	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			Project Director (PD) stated that Social work supervisor meets regularly with social workers to discuss cases.
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			PD stated Safety planning is a regular part of assessments done by Seabury Ward 6
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			PD stated that Seabury Ward 6 social workers collaborate with other agencies involved with each clients.
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?			1	Seabury Ward 6 collaborate with nursing homes, hospitals and agencies funded by DCOA to help with plan of care and plan of discharge back to the community.
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:	1			
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			Seabury Ward 6 social workers report to APS by phone. Project Director voiced that written referrals are not required.

Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			PD stated that follow-up with APS to confirm acceptance or rejection of the referral.
			13	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?			1	PD stated that most cases don't require case management. However if comprehensive assessment is deemed appropriate, Seabury Ward 6 Social Workers conduct a comprehensive assessment.
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
			8	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions?	1			
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			

Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:		-	-	-
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?		1		
			5	1		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?	1			
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?	1			
			2	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			

Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			Seabury Ward 6 gets more moderate and high risk cases for this service.
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	1			
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: A _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/> Date of last nutrition screen: <input style="width: 40px;" type="text"/> Date of medical clearance form: <input style="width: 40px;" type="text"/> Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied Moderately satisfied Slightly satisfied Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>

Name: B _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/> Date of last nutrition screen: <input style="width: 40px;" type="text"/> Date of medical clearance form: <input style="width: 40px;" type="text"/> Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied Moderately satisfied Slightly satisfied Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	<input style="width: 95%; height: 20px;" type="text"/>
	<input style="width: 95%; height: 20px;" type="text"/>
	<input style="width: 95%; height: 20px;" type="text"/>
	<input style="width: 95%; height: 20px;" type="text"/>
How long will it take to enroll those on the list:	<input style="width: 95%; height: 20px;" type="text"/>
	<input style="width: 95%; height: 20px;" type="text"/>
	<input style="width: 95%; height: 20px;" type="text"/>
	<input style="width: 95%; height: 20px;" type="text"/>

Please describe your outreach efforts
<input style="width: 98%; height: 20px;" type="text"/>
<input style="width: 98%; height: 20px;" type="text"/>
<input style="width: 98%; height: 20px;" type="text"/>
<input style="width: 98%; height: 20px;" type="text"/>
<input style="width: 98%; height: 20px;" type="text"/>

Site Visit Notes:

Finding:
<input style="width: 98%; height: 20px;" type="text"/>
<input style="width: 98%; height: 20px;" type="text"/>
<input style="width: 98%; height: 20px;" type="text"/>

Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	100%	12	0	12
Administration And Reports	100%	4	0	4
Facility	100%	8	0	8
General Service Delivery	100%	21	0	21
Case Management	100%	14	0	14
Comprehensive Assessment	100%	8	0	8
Congregate Meal	100%	1	0	1
Counseling	100%	12	0	12
Health Promotion	83%	5	1	6
Home Delivered Meals	-	0	0	0
Recreation Socialization	100%	6	0	6
Weekend Home Delivered Meals	100%	3	0	3
Nutrition Counseling	100%	7	0	7
Nutrition Education	100%	4	0	4
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	5			
Total Site Visit Score	103%	117	1	118

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: <u>Seabury Resources for Aging</u>	Grant Period: <u>FY18: 10/1/17 - 9/30/18</u>	Date of visit: <u>3/22/2018</u>
Grant Title: <u>Lead Agency Ward 6 Program</u>	Total Grant Amount: <u>\$829,209.06</u>	Total Score for the visit: <u>96 / 100</u>
Grantee Address: <u>555 Water Street SW, Washington DC 20024</u>	Local/District Grant Amount: <u>\$743,182.06</u>	Grantee #: <u>SEB027CC-18</u>
Grant Monitor Name: <u>Kay-Anne Spence</u>	Federal Grant Amount: <u>\$86,027.00</u>	PO#: <u>573391</u>

Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	January				February				March			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	February 15, 2018	February 20, 2018	February 20, 2018	5	March 15, 2018	March 15, 2018	March 15, 2018	0	April 16, 2018	April 11, 2018	April 11, 2018	-5
M1	February 20, 2018	February 20, 2018	February 20, 2018	0	March 20, 2018	March 20, 2018	March 20, 2018	0	April 20, 2018	April 19, 2018	April 19, 2018	-1
CURT (page 40)	February 28, 2018	March 2, 2018	March 2, 2018	2	March 30, 2018	March 28, 2018	March 28, 2018	-2	April 30, 2018	April 26, 2018	April 26, 2018	-4
Q & Y (page 59)									April 20, 2018	April 20, 2018	April 20, 2018	0
Audit									March 30, 2018	March 31, 2018	March 31, 2018	1

Finance and Budget Management:

Local/District Funds	January			February			March			QUARTER 2				
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate			
Personnel	\$564,426.00	\$292,264.33	51.8%	\$50,763.00	\$384,457.08	9.0%	\$46,869.16	\$337,587.92	8.3%	\$65,426.25	\$272,161.67	11.6%	\$163,058.41	9.6%
Travel	\$1,000.00	\$526.71	52.7%	\$139.55	\$644.81	16.0%	\$79.03	\$565.78	7.9%	\$92.49	\$473.29	9.2%	\$331.07	11.0%
Occupancy	\$73,334.10	\$35,146.36	47.9%	\$5,775.00	\$49,985.92	7.9%	\$5,775.00	\$44,210.92	7.9%	\$6,023.18	\$38,187.74	8.2%	\$17,573.18	8.0%
Communication	\$14,835.00	\$4,541.67	30.6%	\$1,184.52	\$11,896.26	8.0%	\$348.69	\$11,547.57	2.4%	\$1,254.24	\$10,293.33	8.5%	\$2,787.45	6.3%
Supplies/Equipment	\$17,828.96	\$6,702.71	37.6%	\$1,423.41	\$14,190.11	8.0%	\$1,649.50	\$12,540.61	9.3%	\$1,414.36	\$11,126.25	7.9%	\$4,487.27	8.4%
Other Directs	\$3,413.00	\$161.19	4.7%	\$45.57	\$3,251.81	1.3%	\$0.00	\$3,251.81	0.0%	\$0.00	\$3,251.81	0.0%	\$45.57	0.4%
Indirect Overhead	\$65,345.00	\$29,226.44	44.7%	\$5,076.30	\$47,348.11	7.8%	\$4,686.92	\$42,661.19	7.2%	\$6,542.63	\$36,118.56	10.0%	\$16,305.85	8.3%
Less Grantee Share	\$3,000.00	-\$1,056.91	0.0%	-\$126.92	\$3,631.33	-4.2%	-\$356.02	\$3,987.35	-11.9%	-\$69.56	\$4,056.91	-2.3%	-\$552.50	-6.1%
Total	\$ 743,182.06	\$367,512.50	27.5%	\$ 64,300.43	\$515,405.43	8.7%	\$59,052.28	\$456,353.15	7.9%	\$ 80,683.59	\$375,669.56	10.9%	\$ 204,036.30	9.2%

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Federal/3B 1320-18	\$45,393.00	\$0.00	0.0%	\$0.00	\$45,393.00	0.0%	\$0.00	\$45,393.00	0.0%	\$0.00	\$45,393.00	0.0%	\$0.00	0.0%
Federal/3E 1719-18	\$40,634.00	\$0.00	0.0%	\$0.00	\$40,634.00	0.0%	\$0.00	\$40,634.00	0.0%	\$0.00	\$40,634.00	0.0%	\$0.00	0.0%
Total	\$ 86,027.00	\$0.00	0.0%	\$ -	\$86,027.00	0.0%	\$ -	\$86,027.00	0.0%	\$ -	\$86,027.00	0.0%	\$ -	0.0%

Total	\$829,209.06	\$367,512.50	0.555181933	\$64,300.43	\$601,432.43	17.5%	\$59,052.28	\$542,380.15	16.1%	\$80,683.59	\$461,696.56	22.0%	\$204,036.30	18.5%
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Program and Performance Progress:

Performance Objective	January			February			March			QUARTER 2				
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Average Progress Rate			
Unit: CaseMgmt	2,261	744	33%	139	1,753	6.1%	120	1,633	5.3%	116	99	5.1%	374	5.5%
Unit: CompAssmnt	178	61	34%	8	138	4.2%	0	138	0.0%	21	16	11.5%	28	5.2%
Unit: CongrMeal	35,395	12,618	36%	2,491	25,316	7.0%	2,451	22,865	6.9%	88	5,605	0.2%	5,030	4.7%
Unit: Counseling	7,348	3,616	49%	477	4,858	6.5%	448	4,411	6.1%	678	3,733	9.2%	1,602	7.3%
Unit: HDMealWkDay	63,591	31,965	50%	4,763	40,527	7.5%	3,498	37,029	5.5%	5,403	31,626	8.5%	13,664	7.2%
Unit: HDMealWkEnd	11,364	5,208	46%	932	8,038	8.2%	870	7,168	7.7%	1,012	6,156	8.9%	2,814	8.3%
Unit: HealthPro	19,733	5,563	28%	911	16,064	4.6%	903	15,161	4.6%	991	14,170	5.0%	2,805	4.7%
Unit: NutrCouns	330	136	41%	12	256	3.6%	13	243	3.9%	49	194	14.8%	74	7.5%
Unit: NutrEduc	5,420	2,338	43%	330	3,955	6.1%	362	3,593	6.7%	511	3,082	9.4%	1,203	7.4%
Unit: Rec/Soc	60,971	27,374	45%	4,699	42,552	7.7%	4,454	38,098	7.3%	4,501	33,597	7.4%	13,654	7.5%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

GM recommended that SEABURY WARD 6 revise their objective for health promotion, case management, comprehensive assessment, and congregate meals; Seabury Ward 6 achieved less than 40.0% progress rate for these services. Review program objectives for these services to see why these progress rates are below 40%.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

Reporting	Assigned Weight	Raw Score (Points)	Average Day Reports submitted past due date
Reporting	20%	20	0

Budget & Finance	30%	30	18.51%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Seabury Resources for Aging
 Grant Title: Lead Agency Ward 6 Program
 Grantee Address: 555 Water Street SW, Washington DC 20024
 Grant Monitor Name: Kay-Anne Spence

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$849,209.06
 Local/District Grant Amount: \$743,182.06
 Federal Grant Amount: \$86,027.00

Date of visit: 3/22/2018
 Total Score for the visit: / 100
 Grantee #: SEB027CC-18
 PO#: 573391

*Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice MI CURT (page 40) Q & Y (page 59)	April				May				June			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	May 15, 2018	May 11, 2018	May 11, 2018	-4	June 15, 2018				July 13, 2018			
	May 18, 2018	May 18, 2018	May 18, 2018	0	June 20, 2018	June 7, 2018	June 7, 2018	-13	July 20, 2018			
	May 31, 2018	May 30, 2018	May 30, 2018	-1	June 29, 2018				July 31, 2018			
									July 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$564,426.00	\$365,596.56	64.8%	\$36,248.81	\$235,912.86	6.4%	\$37,083.42	\$198,829.44	6.6%	\$73,332.23	\$198,829.44	6.5%	\$73,332.23	6.5%
Travel	\$1,000.00	\$638.08	63.8%	\$0.00	\$473.29	0.0%	\$111.37	\$361.92	11.1%	\$361.92	\$361.92	5.6%	\$111.37	5.6%
Occupancy	\$73,334.10	\$47,192.72	64.4%	\$6,023.18	\$32,164.56	8.2%	\$6,023.18	\$26,141.38	8.2%	\$26,141.38	\$26,141.38	8.2%	\$12,046.36	8.2%
Communication	\$14,835.00	\$7,008.51	47.2%	\$364.36	\$9,928.97	2.5%	\$2,102.48	\$7,826.49	14.2%	\$7,826.49	\$7,826.49	8.3%	\$2,466.84	8.3%
Supplies/Equipment	\$17,828.96	\$11,481.33	64.4%	\$476.58	\$10,649.67	2.7%	\$4,302.04	\$6,347.63	24.1%	\$6,347.63	\$6,347.63	13.4%	\$4,778.62	13.4%
Other Directs	\$3,413.00	\$1,993.21	58.4%	\$0.00	\$3,251.81	0.0%	\$1,832.02	\$1,419.79	53.7%	\$1,419.79	\$1,419.79	26.8%	\$1,832.02	26.8%
Indirect Overhead	\$65,345.00	\$38,430.86	58.8%	\$4,560.48	\$31,558.08	7.0%	\$4,643.94	\$26,914.14	7.1%	\$26,914.14	\$26,914.14	7.0%	\$9,204.42	7.0%
Less Grantee Share	\$3,000.00	-\$3,491.74	0.0%	-\$205.38	\$4,262.29	-6.8%	-\$2,229.45	\$6,491.74	-74.3%	\$6,491.74	\$6,491.74	-40.6%	-\$2,434.83	-40.6%
	\$743,182.06	\$468,849.53	63.1%	\$47,468.03	\$328,201.53	6.4%	\$53,869.00	\$274,332.53	7.2%	\$0.00	\$274,332.53	0.0%	\$101,337.03	4.5%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Federal/3B 1320-18	\$45,393.00	\$13,964.00	30.8%	\$6,982.00	\$38,411.00	15.4%	\$6,982.00	\$31,429.00	15.4%	\$31,429.00	\$31,429.00	15.4%	\$13,964.00	15.4%
Federal/3E 1719-18	\$40,634.00	\$4,789.90	11.8%	\$2,415.88	\$38,218.12	5.9%	\$2,374.02	\$35,844.10	5.8%	\$35,844.10	\$35,844.10	5.9%	\$4,789.90	5.9%
	\$86,027.00	\$18,753.90	0.0%	\$9,397.88	\$76,629.12	10.9%	\$9,356.02	\$67,273.10	10.9%	\$-	\$67,273.10	0.0%	\$18,753.90	7.3%
Total	\$829,209.06	\$487,603.43	24.6%	\$56,865.91	\$404,830.65	11.7%	\$63,225.02	\$341,605.63	13.0%	\$0.00	\$341,605.63	0.0%	\$120,090.93	8.2%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Unit: CaseMgmt	2,261	979	43%	236	1,282	10.4%		1,282			1,282		236	10.4%
Unit: CompAssmnt	178	93	52%	33	85	18.3%		85			85		33	18.3%
Unit: CongrMeal	35,395	17,409	49%	4,791	17,986	13.5%		17,986			17,986		4,791	13.5%
Unit: Counseling	7,348	5,127	70%	1,511	2,222	20.6%		2,222			2,222		1,511	20.6%
Unit: HDMealWkDay	63,591	42,098	66%	10,133	21,493	15.9%		21,493			21,493		10,133	15.9%
Unit: HDMealWkEnd	11,364	7,257	64%	2,049	4,107	18.0%		4,107			4,107		2,049	18.0%
Unit: HealthPro	19,733	7,406	38%	1,843	12,327	9.3%		12,327			12,327		1,843	9.3%
Unit: NutrCouns	330	225	68%	89	105	27.0%		105			105		89	27.0%
Unit: NutrEduc	5,420	3,268	60%	930	2,153	17.1%		2,153			2,153		930	17.1%
Unit: Rec/Soc	60,971	35,977	59%	8,603	24,994	14.1%		24,994			24,994		8,603	14.1%
Unit: LGBTQ Events	5	0	0%	0	5	0.0%	0	5	0.0%		5	0.0%	0	0.0%
Unit: LGBTQ Participants	75	0	0%	0	75	0.0%	0	75	0.0%		75	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

<i>Site Visit Notes on Compliance with Reporting Requirements:</i>	<i>Site Visit Notes on Finance and Budget Management:</i>	<i>Site Visit Notes on Program and Performance Progress</i>
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	-5	Average Day Reports submitted past due date
Budget & Finance	30%	29	8.21%	Average Burn Rate
Program Progress	30%	30	13.7%	Average Progress Rate

Total Score (Points): 0 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Seabury Resources for Aging
 Grant Title: Lead Agency Ward 6 Program
 Grantee Address: 555 Water Street SW, Washington DC 20024
 Grant Monitor Name: Kay-Anne Spence

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$829,209.06
 Local/District Grant Amount: \$743,182.06
 Federal Grant Amount: \$86,027.00

Date of visit: 3/22/2018
 Total Score for the visit: / 100
 Grantee # SEB027CC-18
 PO# 573391

Presite form: Please fill in data each month while processinging M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018				September 14, 2018				October 5, 2018			
August 21, 2018				September 20, 2018				October 5, 2018			
August 31, 2018				September 28, 2018				October 9, 2018			
								October 9, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$564,426.00	\$365,596.56	64.8%		\$198,829.44			\$198,829.44			\$0.00			
Travel	\$1,000.00	\$638.08	63.8%		-\$5,661.26			-\$5,661.26			-\$5,661.26			
Occupancy	\$73,334.10	\$47,192.72	64.4%		\$25,777.02			\$25,777.02			\$25,777.02			
Communication	\$14,835.00	\$7,008.51	47.2%		\$7,349.91			\$7,349.91			\$7,349.91			
Supplies/Equipment	\$17,828.96	\$11,481.33	64.4%		\$6,347.63			\$6,347.63			\$6,347.63			
Other Directs	\$3,413.00	\$1,993.21	58.4%		-\$3,140.69			-\$3,140.69			-\$3,140.69			
Indirect Overhead	\$65,345.00	\$38,430.86	58.8%		\$27,119.52			\$27,119.52			\$27,119.52			
Less Grantee Share	\$3,000.00	-\$3,491.74	4311200.0%		\$6,491.74			\$6,491.74			\$6,491.74			
0	\$0.00	\$0.00	0.0%		\$0.00			\$0.00			\$0.00			
	\$743,182.06	\$468,849.53	63.1%	\$0.00	\$215,645.28	0.0%	\$0.00	\$215,645.28	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Federal/3B 1320-18	\$45,393.00	\$0.00	0.0%		\$31,429.00			\$31,429.00			\$31,429.00			
Federal/3E 1719-18	\$40,634.00	\$0.00	0.0%		\$35,844.10			\$35,844.10			\$35,844.10			
	\$86,027.00	\$0.00	0.0%	\$-	\$67,273.10	0.0%	\$-	\$67,273.10	0.0%	\$-	\$67,273.10	0.0%	\$-	0.0%
Total	\$829,209.06	\$468,849.53	0.0%	\$0.00	\$282,918.38	0.0%	\$0.00	\$282,918.38	0.0%	\$0.00	\$67,273.10	0.0%	\$0.00	0.0%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Unit: CaseMgmt	2,261	979	43%		1,652			1,652			0		
Unit: CompAssmnt	178	93	52%		-252			-252			0		
Unit: CongrMeal	35,395	17,409	49%		25,542			25,542			0		
Unit: Counseling	7,348	5,127	70%		-3,353			-3,353			0		
Unit: HDMealWkDay	63,591	42,098	66%		37,781			37,781			0		
Unit: HDMealWkEnd	11,364	7,257	64%		-11,800			-11,800			0		
Unit: HealthPro	19,733	7,406	38%		12,691			12,691			0		
Unit: NutrCouns	330	225	68%		105			105			0		
Unit: NutrEduc	5,420	3,268	60%		3,226			3,226			0		
Unit: Rec/Soc	60,971	35,977	59%		37,579			37,579			0		
Unit: LGBTQ Events	5	0	0%		5			5			0		
Unit: LGBTQ Participants	75	0	0%		75			75			0		

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

<i>Site Visit Notes on Compliance with Reporting Requirements:</i>	<i>Site Visit Notes on Finance and Budget Management:</i>	<i>Site Visit Notes on Program and Performance Progress</i>
Finding:	Finding:	Finding:
Corrective Action Planned:	Corrective Actions Planned:	Corrective Action Planned:
Recommendations:		

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	0	0.00%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): 0 /100

Final Notes: *Please write your overall evaluation of the site visit*

Findings:

KEY:	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20	
1	19	8.05	29	8.05	29	98%	19	
2	18	7.77	28	7.77	28	96%	18	
3	17	7.50	27	7.50	27	94%	17	
4	16	7.22	26	7.22	26	92%	16	
5	15	6.94	25	6.94	25	90%	15	
6	14	6.66	24	6.66	24	88%	14	
7	13	6.39	23	6.39	23	86%	13	
8	12	6.11	22	6.11	22	84%	12	
9	11	5.83	21	5.83	21	82%	11	
10	10	5.55	20	5.55	20	80%	10	
11	9	5.28	19	5.28	19	78%	9	
12	8	5.00	18	5.00	18	76%	8	
13	7	4.72	17	4.72	17	74%	7	
14	6	4.44	16	4.44	16	72%	6	
15	5	4.17	15	4.17	15	70%	5	



Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?			1	finance will conduct audit
Financial	14	Were the accounting records readily available?			1	finance will conduct audit
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?			1	finance will conduct audit
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	finance will conduct audit
Financial	17	Are participants' contributions recorded and expended for the program?			1	finance will conduct audit
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	finance will conduct audit
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?			1	finance will conduct audit
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	finance will conduct audit
Financial	21	Were written procurement policies and procedures readily available?			1	finance will conduct audit
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	finance will conduct audit
Financial	23	Were files maintained for all purchases?			1	finance will conduct audit
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?			1	finance will conduct audit
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				Displayed on wall, contributions box on center table.
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				

Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				

Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				

Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
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General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A _____	Verify Age: <input style="width: 50px; height: 20px;" type="text"/>	Date of last intake: <input style="width: 50px; height: 20px;" type="text"/> Date of last nutrition screen: <input style="width: 50px; height: 20px;" type="text"/> Date of medical clearance form: <input style="width: 50px; height: 20px;" type="text"/> Date of last fitness waiver: <input style="width: 50px; height: 20px;" type="text"/>			
	Extremely satisfied Moderately satisfied Slightly satisfied Not at all satisfied	COMMENTS			
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>

Name: N/A _____	Verify Age: <input style="width: 50px; height: 20px;" type="text"/>	Date of last intake: <input style="width: 50px; height: 20px;" type="text"/> Date of last nutrition screen: <input style="width: 50px; height: 20px;" type="text"/> Date of medical clearance form: <input style="width: 50px; height: 20px;" type="text"/> Date of last fitness waiver: <input style="width: 50px; height: 20px;" type="text"/>			
	Extremely satisfied Moderately satisfied Slightly satisfied Not at all satisfied	COMMENTS			
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:

YES / NO

Please describe your outreach efforts

How many on list and explain: None.
How long will it take to enroll those on the list:

Site Visit Notes:

Finding: None.
Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	#DIV/0!	0	0	0
Financial	#DIV/0!	0	0	0

Administration And Reports	#DIV/0!	0	0	0
Facility	#DIV/0!	0	0	0
General Service Delivery	#DIV/0!	0	0	0
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#DIV/0!	0	0	0
Congregate Meal	#DIV/0!	0	0	0
Counseling	#DIV/0!	0	0	0
Health Promotion	#DIV/0!	0	0	0
Home Delivered Meals	#DIV/0!	0	0	0
Recreation Socialization	#DIV/0!	0	0	0
Weekend Home Delivered Meals	#DIV/0!	0	0	0
Nutrition Counseling	#DIV/0!	0	0	0
Nutrition Education	#DIV/0!	0	0	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-	3			
Total Site Visit Score	#DIV/0!	0	0	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			
Financial	17	Are participants' contributions recorded and expended for the program?			1	
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			
Financial	21	Were written procurement policies and procedures readily available?	1			
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	
Financial	23	Were files maintained for all purchases?	1			
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			10	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?	1			
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			8	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			18	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:	1			
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			
			14	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions?	1			
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:	-	-	-	-
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			

Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			

Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist: YES / NO
How many on list and explain:
How long will it take to enroll those on the list:

Please describe your outreach efforts

Site Visit Notes:

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	100%	10	0	10
Administration And Reports	100%	4	0	4
Facility	100%	8	0	8
General Service Delivery	100%	20	0	20
Case Management	100%	15	0	15
Comprehensive Assessment	100%	9	0	9
Congregate Meal	100%	1	0	1
Counseling	100%	12	0	12
Health Promotion	100%	6	0	6
Home Delivered Meals	-	0	0	0
Recreation Socialization	100%	6	0	6
Weekend Home Delivered Meals	100%	1	0	1
Nutrition Counseling	100%	1	0	1
Nutrition Education	100%	1	0	1
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	5			
Total Site Visit Score	105%	106	0	106

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: SO OTHER MIGHT EAT (SOME) Senior Services
 Grant Title: Senior Center
 Grantee Address: 1667 Good Hope Road SE, Washington DC 20020
 Grant Monitor Name: Kay-Anne Spence

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$546,196.00
 Local/District Grant Amount: \$546,196.00
 Federal Grant Amount: \$0.00

Date of visit: 1/18/2018
 Total Score for the visit: 46 / 100
 Grantee #: SOM21A-18
 PO#: 573381

Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	January				February				March			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	February 15, 2018	February 15, 2018	February 15, 2018	0	March 15, 2018	March 6, 2018	March 6, 2018	-9	April 16, 2018	April 4, 2018	April 4, 2018	-12
M1	February 20, 2018	February 13, 2018	February 16, 2018	-4	March 20, 2018	March 15, 2018	March 15, 2018	-5	April 20, 2018	April 20, 2018	April 20, 2018	0
CURT (page 40)	February 28, 2018	February 26, 2018	February 26, 2018	-2	March 30, 2018	March 16, 2018	March 16, 2018	-14	April 30, 2018	April 30, 2018	April 30, 2018	0
Q & Y (page 59)									April 20, 2018	April 20, 2018	April 20, 2018	0
Audit									March 30, 2018	June 28, 2018	June 28, 2018	90

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	January			February			March			QUARTER 2	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$618,914.79	\$335,443.55	54.2%	\$55,952.40	\$395,937.94	9.0%	\$55,459.08	\$340,478.86	9.0%	\$57,007.62	\$283,471.24	9.2%	\$168,419.10	9.1%
Occupancy	\$50,688.00	\$25,344.00	50.0%	\$4,224.00	\$33,792.00	8.3%	\$4,224.00	\$29,568.00	8.3%	\$4,224.00	\$25,344.00	8.3%	\$12,672.00	8.3%
Supplies/Equipment	\$5,000.00	\$5,267.72	105.4%	\$1,146.51	\$1,372.78	22.9%		\$1,372.78		\$1,640.50	-\$267.72	32.8%	\$2,787.01	27.9%
Other Directs	\$10,800.00	\$9,639.01	89.3%	\$3,337.53	\$4,371.81	30.9%		\$4,371.81		\$3,210.82	\$1,160.99	29.7%	\$6,548.35	30.3%
Less Grantee Share	-\$140,206.79	-\$83,441.69	0.0%	-\$14,899.28	-\$85,471.33	10.6%	-\$12,729.53	-\$72,741.80	9.1%	-\$15,976.70	-\$56,765.10	11.4%	-\$43,605.51	10.4%
	\$ 545,196.00	\$292,252.59	26.9%	\$ 49,761.16	\$350,003.20	9.1%	\$ 46,953.55	\$303,049.65	8.6%	\$ 50,106.24	\$252,943.41	9.2%	\$ 146,820.95	9.0%
Total	\$545,196.00	\$292,252.59	0.502376899	\$49,761.16	\$350,003.20	17.0%	\$46,953.55	\$303,049.65	16.1%	\$50,106.24	\$252,943.41	17.1%	\$146,820.95	16.7%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	January			February			March			QUARTER 2		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Unit: CaseMgmt	1,413	307	22%	42	1,193	3.0%	42	1,151	3.0%	45	99	3.2%	129	3.0%
Unit: CompAssmnt	1,425	259	18%	36	1,234	2.5%	44	1,190	3.1%	24	16	1.7%	104	2.4%
Unit: Counseling	5,500	2,274	41%	416	3,917	7.6%	349	3,568	6.3%	342	3,226	6.2%	1,107	6.7%
Unit: HealthPro	5,240	2,183	42%	408	3,631	7.8%	286	3,345	5.5%	288	3,057	5.5%	982	6.2%
Unit: Outreach	330	8	2%	4	322	1.2%	0	322	0.0%	0	322	0.0%	4	0.4%
Unit: Rec/Soc	15,000	6,833	46%	1,015	10,505	6.8%	1,192	9,313	7.9%	1,146	8,167	7.6%	3,353	7.5%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

% 2000000%

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:

Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	16	4	Average Day Reports submitted past due date
Budget & Finance	30%	30	16.75%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: SO OTHER MIGHT EAT (SOME) Senior Services
 Grant Title: Senior Center
 Grantee Address: 1667 Good Hope Road SE, Washington DC 20020
 Grant Monitor Name: Kay-Anne Spence

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$546,196.00
 Local/District Grant Amount: \$546,196.00
 Federal Grant Amount: \$0.00

Date of visit: 1/18/2018
 Total Score for the visit: 0 / 100
 Grantee #: SOM21A-18
 PO#: 573381

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

	April				May				June			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice M1	May 15, 2018	May 2, 2018	May 2, 2018	-13	June 15, 2018	June 1, 2018	June 1, 2018	-14	July 13, 2018	July 8, 2018	July 8, 2018	-5
CURT (page 40)	May 18, 2018	May 17, 2018	May 17, 2018	-1	June 20, 2018	June 8, 2018	June 18, 2018	-2	July 20, 2018	July 18, 2018	July 18, 2018	-2
Q & Y (page 59)	May 31, 2018	May 24, 2018	May 24, 2018	-7	June 29, 2018	June 29, 2018	June 29, 2018	0	July 31, 2018	July 31, 2018	July 31, 2018	0
									July 20, 2018	July 20, 2018	July 20, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$618,914.79	\$530,620.83	85.7%	\$56,925.56	\$226,545.68	9.2%	\$60,841.91	\$165,703.77	9.8%	\$77,409.81	\$88,293.96	12.5%	\$195,177.28	10.5%
Occupancy	\$50,688.00	\$38,016.00	75.0%	\$4,224.00	\$21,120.00	8.3%	\$4,224.00	\$16,896.00	8.3%	\$4,224.00	\$12,672.00	8.3%	\$12,672.00	8.3%
Supplies/Equipment	\$5,000.00	\$7,780.17	155.6%	\$913.45	-\$1,181.17	18.3%	\$513.85	-\$1,695.02	10.3%	\$1,085.15	-\$2,780.17	21.7%	\$2,512.45	16.7%
Other Directs	\$10,800.00	\$14,413.60	133.5%	\$1,647.05	-\$486.06	15.3%	\$1,563.77	-\$2,049.83	14.5%	\$1,563.77	-\$3,613.60	14.5%	\$4,774.59	14.7%
Less Grantee Share	-\$140,206.79	-\$131,946.92	0.0%	-\$14,353.29	-\$42,411.81	10.2%	-\$14,113.52	-\$28,298.29	10.1%	-\$20,038.42	-\$8,259.87	14.3%	-\$48,505.23	11.5%
	\$545,196.00	\$458,883.68	84.2%	\$49,356.77	\$203,586.64	9.1%	\$53,030.01	\$150,556.63	9.7%	\$64,244.31	\$86,312.32	11.8%	\$166,631.09	10.2%
Total	\$545,196.00	#DIV/0!	#DIV/0!	\$49,356.77	\$203,586.64	#DIV/0!	\$53,030.01	\$150,556.63	#DIV/0!	\$64,244.31	\$86,312.32	#DIV/0!	\$166,631.09	

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Unit: CaseMgmt	1,413	406	29%	63	1,043	4.5%	0	1,043	0.0%	36	1,007	2.5%	99	2.3%
Unit: CompAssmnt	1,425	362	25%	71	1,095	5.0%	0	1,095	0.0%	32	1,063	2.2%	103	2.4%
Unit: Counseling	5,500	3,574	65%	358	2,868	6.5%	480	2,388	8.7%	462	1,926	8.4%	1,300	7.9%
Unit: HealthPro	5,240	3,452	66%	310	2,747	5.9%	522	2,225	10.0%	437	1,788	8.3%	1,269	8.1%
Unit: Outreach	330	9	3%	0	322	0.0%	1	321	0.3%		321		1	0.2%
Unit: Rec/Soc	15,000	10,672	71%	1,050	7,117	7.0%	1,427	5,690	9.5%	1,362	4,328	9.1%	3,839	8.5%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress:
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	-4	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	17	4.9%	Average Progress Rate

Total Score (Points): 0 /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST**

Grantee Name: SO OTHER MIGHT EAT (SOME) Senior Services
 Grant Title: Senior Center
 Grantee Address: 1667 Good Hope Road SE, Washington DC 20020
 Grant Monitor Name: Kay-Anne Spence

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$546,196.00
 Local/District Grant Amount: \$546,196.00
 Federal Grant Amount: \$0.00

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: SOM21A-18
 PO#: 573381

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	July				August				September			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	August 15, 2018	August 15, 2018	August 15, 2018	0	September 14, 2018	September 14, 2018	September 14, 2018	0	October 5, 2018	October 5, 2018	October 5, 2018	0
M1	August 21, 2018	August 18, 2018	August 18, 2018	-3	September 20, 2018	September 13, 2018	September 13, 2018	-7	October 5, 2018	October 2, 2018	October 2, 2018	-3
CURT (page 40)	August 31, 2018	August 31, 2018	August 31, 2018	0	September 28, 2018	September 28, 2018	September 28, 2018	0	October 9, 2018	October 9, 2018	October 9, 2018	0
Q & Y (page 59)	August 31, 2018	August 31, 2018	August 31, 2018	0	September 28, 2018	September 28, 2018	September 28, 2018	0	October 9, 2018	October 9, 2018	October 9, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$618,914.79	\$721,923.54	116.6%	\$57,483.89	\$88,293.96	9.3%	\$82,217.62	\$6,076.34	13.3%	\$51,601.20	\$0.00	8.3%	\$191,302.71	10.3%
Occupancy	\$50,688.00	\$50,688.00	100.0%	\$4,224.00	\$12,672.00	8.3%	\$4,224.00	\$8,448.00	8.3%	\$4,224.00	\$4,224.00	8.3%	\$12,672.00	8.3%
Supplies/Equipment	\$5,000.00	\$9,580.33	191.6%	\$946.06	-\$4,427.22	18.9%	\$854.10	-\$5,281.32	17.1%		-\$5,281.32		\$1,800.16	18.0%
Other Directs	\$10,800.00	\$19,104.91	176.9%	\$1,563.77	-\$3,613.60	14.5%	\$1,563.77	-\$5,177.37	14.5%	\$1,563.77	-\$6,741.14	14.5%	\$4,691.31	14.5%
Less Grantee Share	-\$140,206.79	-\$217,459.78	4311200.0%	-\$14,396.58	-\$8,259.87	10.3%	-\$14,321.27	\$6,061.40	10.2%	-\$56,795.01	\$62,856.41	40.5%	-\$85,512.86	20.3%
	\$545,196.00	\$583,837.00	107.1%	\$49,821.14	\$44,524.34	9.1%	\$74,538.22	-\$30,013.88	13.7%	\$593.96	\$0.00	0.1%	\$124,953.32	7.6%
Total	\$545,196.00	#DIV/0!	#DIV/0!	\$49,821.14	\$44,524.34	#DIV/0!	\$74,538.22	-\$30,013.88	#DIV/0!	\$593.96	\$0.00	#DIV/0!	\$124,953.32	

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Unit: CaseMgmt	1,413	517	37%	37	1,221	2.6%	35	1,186	2.5%	39	1,147	2.8%	111	2.6%
Unit: CompAssmnt	1,425	534	37%	60	980	4.2%	72	908	5.1%	40	868	2.8%	172	4.0%
Unit: Counseling	5,500	4,951	90%	502	2,591	9.1%	488	2,103	8.9%	387	1,716	7.0%	1,377	8.3%
Unit: HealthPro	5,240	4,848	93%	600	2,389	11.5%	471	1,918	9.0%	325	1,593	6.2%	1,396	8.9%
Unit: Outreach	330	16	5%	4	317	1.2%	3	314	0.9%		314		7	1.1%
Unit: Rec/Soc	15,000	14,774	98%	1,501	6,307	10.0%	1,325	4,982	8.8%	1,276	3,706	8.5%	4,102	9.1%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:

Corrective Action Planned:	Corrective Actions Planned:	Corrective Action Planned:
Recommendations:		

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): 0 /100

Final Notes: *Please write your overall evaluation of the site visit*

Findings:

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?			1	finance will conduct audit
Financial	14	Were the accounting records readily available?			1	finance will conduct audit
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?			1	finance will conduct audit
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	finance will conduct audit
Financial	17	Are participants' contributions recorded and expended for the program?			1	finance will conduct audit
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	finance will conduct audit
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?			1	finance will conduct audit
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	finance will conduct audit
Financial	21	Were written procurement policies and procedures readily available?			1	finance will conduct audit
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	finance will conduct audit
Financial	23	Were files maintained for all purchases?			1	finance will conduct audit
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?			1	finance will conduct audit
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			Displayed on wall, contributions box on center table.
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?	1			
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			8	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			15-20 per month depending on monthly events.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			Compressed folder in office and all originals in main office on Kennedy Street.

General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?	1			
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			19	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:	1			
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			

Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			
			14	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			

Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?	1			
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?	1			
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?	1			
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			25	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?	1			

Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;	1			
Home Delivered Meals	123	Are arrangements made for delivery of meals?	1			
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?	1			
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?	1			
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?	1			
			2	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			

Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A _____	Verify Age: <input style="width: 50px; height: 20px;" type="text"/>	Date of last intake: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of last nutrition screen: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of medical clearance form: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of last fitness waiver: <input style="width: 50px; height: 20px;" type="text"/>			
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Name: N/A _____	Verify Age: <input style="width: 50px; height: 20px;" type="text"/>	Date of last intake: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of last nutrition screen: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of medical clearance form: <input style="width: 50px; height: 20px;" type="text"/>			
		Date of last fitness waiver: <input style="width: 50px; height: 20px;" type="text"/>			
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:

YES / NO

Please describe your outreach efforts

How many on list and explain: None.
How long will it take to enroll those on the list:

Site Visit Notes:

Finding: None.
Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	#DIV/0!	0	0	0

Administration And Reports	100%	4	0	4
Facility	100%	8	0	8
General Service Delivery	100%	21	0	21
Case Management	100%	15	0	15
Comprehensive Assessment	100%	9	0	9
Congregate Meal	100%	26	0	26
Counseling	100%	12	0	12
Health Promotion	100%	6	0	6
Home Delivered Meals	100%	5	0	5
Recreation Socialization	100%	6	0	6
Weekend Home Delivered Meals	100%	3	0	3
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	4	0	4
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-	3			
Total Site Visit Score	102%	137	0	137

FACILITY

	Yes	No	N/A	COMMENTS
Site accessible for physically challenged	X			
Site well lit, cheerful and orderly	X			
Paper supplies secured overnight			N/A	
Does facility need painting		X		
Sufficient space for activities	X			
Light covers /shades for lamps and fixtures	X			
Kitchen & bathroom meet sanitary standards	X			Bathroom
Kitchen/refrig clean, adequate to serve food			N/A	
Thermometer in refrigerator Temp _____			N/A	
Food 6" off ground, away from chemicals			N/A	
Hot water Temp _____ and sanitizing agent			N/A	
Oven/ burners for warming food			N/A	
Cleaning products properly stored			N/A	
Fire extinguishers easily accessible & tagged			N/A	
Fire extinguishers have current inspection			N/A	
Noticeable deficiencies in basic upkeep		X		
Inventory List maintained and up to date			N/A	
Files maintained and properly secured		X		
Up to date medical clearance forms/waiver for fitness center participants			N/A	
Posted Contributions policy/ DCOA logo	X			
Posted menu agrees with meal served	X		N/A	
Posted monthly program activities calendar	X			
Posted Fire evacuation and CPR plans			N/A	
Posted Fire evacuation plan	X			
Posted Federal wage laws	X			
Posted Drug free workplace notice	X			

PERSONNEL

	Yes	No	N/A	COMMENTS
Up to Date Org Chart	X			
Staff/volunteers pleasant/helpful to seniors	X			
Certified CPR on staff			N/A	
Personnel & Policy Manual current	X			
Certif. & Lic. are up to date & posted (see attachment)	X			
Nutrition Screening annual _____			N/A	

SERVICE DELIVERY

	Yes	No	N/A	COMMENTS
Intakes updated annually		X		
Nutrition Screening annually				
Participants' sign-in procedure in use	X			
Contributions collected and secured	X			
Health promotion offered daily	X			
Recreation program offered daily	X			
Nutrition education session offered monthly	X			
System/sign-up in place for daily transports			X	
Emergency procedures for driver & clients			X	

MEALS

	Yes	No	N/A	COMMENTS
# Meals ordered/delivered/served on time			X	
Meal reservation system effective			X	
Meals served at scheduled time			X	
Meal portions adequate/enough food			X	
Meals appetizing to seniors			X	
Meals satisfying in appearance, taste, texture			X	
Meal set-up adequate			X	
Food temperatures taken Hot ___ Cold ___			X	

RANDOM SURVEY: ask at least 2 customers the below questions

N/A				
Name: _____		Verify Age: <input type="text"/>	Date of last intake: <input type="text"/>	
	Excellent	Satisfactory	Good	Poor
Please rank your level of satisfaction with the quality and delivery of meals at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the quality and delivery of program activities at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
COMMENTS				
Name: _____		Verify Age: <input type="text"/>	Date of last intake: <input type="text"/>	
	Excellent	Satisfactory	Good	Poor
Please rank your level of satisfaction with the quality and delivery of meals at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the quality and delivery of program activities at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
COMMENTS				

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2015**

Grantee Name: FY15: 10/1/14 - 9/30/15 Grant Period: FY15: 10/1/14 - 9/30/15
 Grant Title: \$1,051,922 Grant Amount: \$1,051,922 Total Score for the visit: #DIV/0! / 100
 Grantee Address: Maxine Crowder Grant Monitor Name: Maxine Crowder Purchase Order #: PO508076

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	January				February				March			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	February 13, 2018	February 12, 2015	February 12, 2015	-1097	March 13, 2015	March 13, 2015	March 13, 2015	0	April 15, 2015	April 15, 2015	April 15, 2015	0
M1	February 20, 2015	January 20, 2015	February 12, 2015	-8	March 20, 2015	March 13, 2015	March 13, 2015	-7	April 20, 2015	April 10, 2015	April 10, 2015	-10
CURT (page 40)	February 27, 2015	February 20, 2015	February 20, 2015	-7	March 30, 2015	March 18, 2015	March 18, 2015	-12	April 30, 2015	April 20, 2015	April 20, 2015	-10
Q & Y (page 59)									April 20, 2015	April 20, 2015	April 20, 2015	0
Audit									April 30, 2015	July 1, 2015	July 1, 2015	62

Finance and Budget Management:

	January			February			March			QUARTER 2				
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate			
M1: Payroll & Indirect	\$955,996.00	\$441,882.18	46.2%	\$ 65,569.10	\$656,540.40	6.9%	\$ 65,575.74	\$590,964.66	6.9%	\$76,850.84	\$514,113.82	8.0%	\$207,995.68	7.3%
M1: Caregiver Case Manager	\$0.00	-\$165.88	#DIV/0!	\$ 5,835.95	-\$5,835.95	#DIV/0!	\$ (6,001.83)	\$165.88	#DIV/0!		\$165.88		-\$165.88	
M1: St. Mary's Court	\$0.00	\$8,303.04	#DIV/0!	\$ 2,483.10	-\$236,369.60	#DIV/0!	\$ 2,538.90	-\$238,908.50	#DIV/0!	\$3,281.04	-\$242,189.54	#DIV/0!	\$8,303.04	
M1: Audit & Accounting	\$123,314.00	\$28,717.84	23.3%	\$ 2,500.00	\$120,814.00	2.0%	\$ 2,885.28	\$117,928.72	2.3%	\$2,500.00	\$115,428.72	2.0%	\$7,885.28	2.1%
M1: Caregiver Respit/Supp	\$0.00	\$541.50	#DIV/0!		\$0.00			\$0.00		\$541.50	-\$541.50	#DIV/0!	\$541.50	
M1: Computer Services	\$0.00	\$4,200.00	#DIV/0!	\$ 2,500.00	-\$2,500.00	#DIV/0!	\$ 1,700.00	-\$4,200.00	#DIV/0!		-\$4,200.00		\$4,200.00	
M1: Homebound Meals Coord	\$0.00	\$12,989.58	#DIV/0!	\$ 4,329.86	-\$4,329.86	#DIV/0!	\$ 4,329.86	-\$8,659.72	#DIV/0!	\$4,329.86	-\$12,989.58	#DIV/0!	\$12,989.58	
M1: Luther Place	\$36,120.00	\$31,412.74	87.0%	\$ 3,000.00	\$12,287.44	8.3%	\$3,000.00	\$9,287.44	8.3%	\$3,000.00	\$6,287.44	8.3%	\$9,000.00	8.3%
M1: ADRC Occupancy	\$53,923.00	\$6,249.99	11.6%	\$ 2,083.33	\$51,839.67	3.9%	\$2,083.33	\$49,756.34	3.9%	\$2,083.33	\$47,673.01	3.9%	\$6,249.99	3.9%
M1: Occupancy	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00			\$0.00			
M1: Supplies & Travel	\$3,998.00	\$6,595.37	165.0%	\$ 435.15	\$3,562.85	10.9%	\$1,907.22	\$1,655.63	47.7%	\$255.00	\$1,400.63	6.4%	\$2,597.37	21.7%
M1: Communication	\$13,800.00	\$15,321.89	111.0%	\$ 1,322.87	-\$8,355.43	9.6%	\$199.02	-\$8,554.45	1.4%		-\$8,554.45		\$1,521.89	5.5%
	\$ 1,187,151.00	\$556,048.25	22.0%	\$ 90,059.36	\$587,653.52	7.6%	\$ 78,217.52	\$509,436.00	6.6%	\$ 92,841.57	\$416,594.43	7.8%	\$ 261,118.45	7.3%

Program and Performance Progress:

	January			February			March			QUARTER 2				
	Planned Service Units	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate			
Unit: Case Mgmt	1257	1,248	99%	277.50	383	22.1%	193.00	190	15.4%	180.00	10	14.3%	651	17.3%
Unit: CompAssmt	546	422	77%	50.50	220	9.2%	32.00	188	5.9%	63.50	125	11.6%	146	8.9%
Unit: Cong Meal	50127	28,257	56%	4,619.00	30,906	9.2%	4,159.00	26,747	8.3%	4,877.00	21,870	9.7%	13,655	9.1%
Unit: Counseling	21086	10,830	51%	1,646.50	13,352	7.8%	1,376.75	11,975	6.5%	1,719.00	10,256	8.2%	4,742	7.5%
Unit: HDMeals WKDay	27279	12,143	45%	2,308.00	19,557	8.5%	2,299.00	17,258	8.4%	2,122.00	15,136	7.8%	6,729	8.2%
Unit: HDMeals WKEnd	1507	7,813	518%	1,507.00	-3,716	100.0%	1,309.00	-5,025	86.9%	1,281.00	-6,306	85.0%	4,097	90.6%
Unit: Health Promo	23508	17,724	75%	3,081.00	11,121	13.1%	2,486.00	8,635	10.6%	2,850.50	5,784	12.1%	8,418	11.9%
Unit: NutrCouns	372	267	72%	28.50	168	7.7%	26.50	141	7.1%	36.00	105	9.7%	91	8.2%
Unit: NutrEd	3332	951	29%	152.00	2,514	4.6%	10.00	2,504	0.3%	123.00	2,381	3.7%	285	2.9%
Unit: RecSoc	50340	28,439	56%	4,917.00	30,880	9.8%	4,093.00	26,787	8.1%	4,886.08	21,901	9.7%	13,896	9.2%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	-99	Average Day Reports submitted past due date
Budget & Finance	30%	26	7.33%	Average Burn Rate
Program Progress	30%	30	17.4%	Average Progress Rate
Site Visit	20%	#DIV/0!	#DIV/0!	Total Site Visit Score

Total Score (Points): #DIV/0! /100

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				

Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				

General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the coment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				

Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				

Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:			-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____ Verify Age: _____

	Extremely satisfied	Moderately satisfied
Please rank your level of satisfaction with the quality of meals at this facility		
Please rank your level of satisfaction with the delivery of meals at this facility		
Please rank your level of satisfaction with the quality of program activities at this facility		
Please rank your level of satisfaction with the delivery of program activities at this facility		

Name: _____ Verify Age: _____

	Extremely satisfied	Moderately satisfied
Please rank your level of satisfaction with the quality of meals at this facility		
Please rank your level of satisfaction with the delivery of meals at this facility		
Please rank your level of satisfaction with the quality of program activities at this facility		
Please rank your level of satisfaction with the delivery of program activities at this facility		

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist: _____ YES / NO

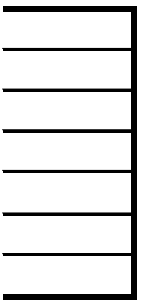
How many on list and explain:

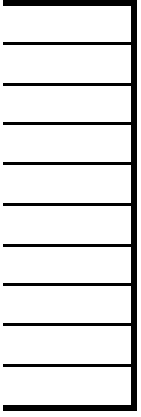
How long will it take to enroll those on the list:

Site

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Case Management	#DIV/0!	0
Comprehensive Assessment	#DIV/0!	0
Congregate Meal	#DIV/0!	0
Counseling	#DIV/0!	0
Health Promotion	#DIV/0!	0
Home Delivered Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Weekend Home Delivered Meals	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	#DIV/0!	0





**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2015**

Grantee Name: Terrific Inc., Ward 2 Grant Period: FY15: 10/1/14 - 9/30/15 Date of visit:
 Grant Title: ADRC Ward 2 Grant Amount: \$1,051,922 Total Score for the visit: #DIV/0! / 100
 Grantee Address: 1220 L Street, NW Grant Monitor Name: Maxine Crowder Purchase Order #: PO508076

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice	April				May				June			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
M1	May 15, 2015	April 10, 2015	April 10, 2015	-35	June 13, 2015	June 11, 2015	June 11, 2015	-2	July 15, 2015	July 1, 2015	July 1, 2015	-14
CURT (page 40)	May 20, 2015	April 3, 2015	April 3, 2015	-47	June 19, 2015	May 7, 2015	May 29, 2015	-21	July 18, 2015	June 15, 2015	June 15, 2015	-33
Q & Y (page 59)	May 29, 2015	May 20, 2015	May 20, 2015	-9	June 30, 2015	June 29, 2015	July 1, 2015	1	July 30, 2015	August 12, 2015	August 12, 2015	13
									July 18, 2015			

Finance and Budget Management:

	FY15 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
M1: Payroll & Indirect	\$955,996.00	\$687,081.09	71.9%	\$ 68,762.22	\$445,351.60	7.2%	\$101,168.42	\$344,183.18	10.6%	\$75,268.27	\$268,914.91	7.9%	\$245,198.91	8.5%
M1: Caregiver Case Manager	\$0.00	-\$165.88	#DIV/0!		\$165.88			\$165.88			\$165.88			
M1: St. Mary's Court	\$0.00	\$14,742.36	#DIV/0!	\$3,454.02	-\$11,757.06	#DIV/0!	\$2,985.30	-\$14,742.36	#DIV/0!		-\$14,742.36		\$6,439.32	
M1: Audit & Accounting	\$123,314.00	\$36,217.84	29.4%	\$2,500.00	\$92,096.16	2.0%	\$2,500.00	\$89,596.16	2.0%	\$2,500.00	\$87,096.16	2.0%	\$7,500.00	2.0%
M1: Caregiver Respit/Supp	\$0.00	\$631.50	#DIV/0!		-\$541.50			-\$541.50		\$90.00	-\$631.50	#DIV/0!	\$90.00	
M1: Computer Services	\$0.00	\$7,200.00	#DIV/0!	\$500.00	-\$4,700.00	#DIV/0!		-\$4,700.00		\$2,500.00	-\$7,200.00	#DIV/0!	\$3,000.00	
M1: Homebound Meals Coord	\$0.00	\$25,092.16	#DIV/0!	\$4,329.86	-\$17,319.44	#DIV/0!	\$4,329.86	-\$21,649.30	#DIV/0!	\$3,442.86	-\$25,092.16	#DIV/0!	\$12,102.58	
M1: Luther Place	\$36,000.00	\$37,412.74	103.9%	\$3,000.00	\$1,587.26	8.3%		\$1,587.26		\$3,000.00	-\$1,412.74	8.3%	\$6,000.00	8.3%
M1: ADRC Occupancy	\$53,923.00	\$12,499.98	23.2%	\$2,083.33	\$45,589.68	3.9%	\$2,083.33	\$43,506.35	3.9%	\$2,083.33	\$41,423.02	3.9%	\$6,249.99	3.9%
M1: Occupancy	\$0.00	\$3,000.00	#DIV/0!		\$0.00		\$3,000.00	-\$3,000.00	#DIV/0!		-\$3,000.00		\$3,000.00	
M1: Supplies & Travel	\$3,998.00	\$7,982.93	199.7%	\$650.00	-\$3,247.37	16.3%	\$197.00	-\$3,444.37	4.9%	\$540.56	-\$3,984.93	13.5%	\$1,387.56	11.6%
M1: Communication	\$13,800.00	\$15,944.02	115.5%		-\$1,521.89		\$622.13	-\$2,144.02	4.5%		-\$2,144.02		\$622.13	4.5%
	\$1,187,031.00	\$847,638.74	71.4%	\$85,279.43	\$545,703.32	7.2%	\$116,886.04	\$428,817.28	9.8%	\$89,425.02	\$339,392.26	7.5%	\$291,590.49	8.2%

Program and Performance Progress:

	Planned Service Units	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3	
				Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Unit: Case Mgmt	1257	1,762	140%	202	405	16.0%	182	223	14.5%	131	93	10.4%	514	13.6%
Unit: CompAssmt	546	556	102%	61	339	11.2%	18	321	3.3%	56	266	10.2%	135	8.2%
Unit: Cong Meal	50127	42,642	85%	4,783	31,689	9.5%	4,540	27,149	9.1%	5,062	22,087	10.1%	14,385	9.6%
Unit: Counseling	21086	16,318	77%	2,317	14,027	11.0%	1,528	12,499	7.2%	1,643	10,856	7.8%	5,488	8.7%
Unit: HDMeals WKDay	27279	18,855	69%	2,222	18,328	8.1%	2,077	16,251	7.6%	2,413	13,838	8.8%	6,712	8.2%
Unit: HDMeals WKEnd	1507	11,683	775%	1,173	-3,763	77.8%	1,468	-5,231	97.4%	1,229	-6,460	81.6%	3,870	85.6%
Unit: Health Promo	23508	27,344	116%	3,560	11,531	15.1%	2,830	8,701	12.0%	3,230	5,471	13.7%	9,620	13.6%
Unit: NutrCouns	372	380	102%	67	214	18.0%	8	206	2.2%	38	168	10.2%	113	10.1%
Unit: NutrEd	3332	1,392	42%	173	2,874	5.2%	132	2,742	4.0%	136	2,606	4.1%	441	4.4%
Unit: RecSoc	50340	43,043	86%	4,856	31,588	9.6%	4,625	26,964	9.2%	5,124	21,840	10.2%	14,604	9.7%

List of issues to address during the site visit: *list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.*

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:

Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	-16	Average Day Reports submitted past due date
Budget & Finance	30%	29	8.19%	Average Burn Rate
Program Progress	30%	30	17.2%	Average Progress Rate
Site Visit	20%	#DIV/0!	#DIV/0!	Total Site Visit Score

Total Score (Points): #DIV/0! /100

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				

Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				

General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the coment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				

Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				

Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:			-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
			0	0		

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> <tr> <td style="width: 50%; height: 25px;"></td> <td style="width: 50%; height: 25px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

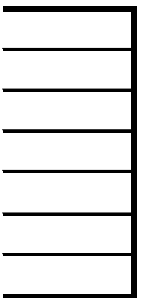
Site Visit: *Please complete the following during a site visit*

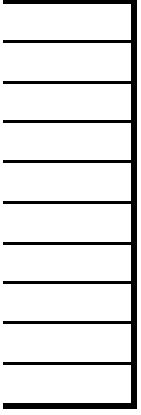
Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

Site

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Case Management	#DIV/0!	0
Comprehensive Assessment	#DIV/0!	0
Congregate Meal	#DIV/0!	0
Counseling	#DIV/0!	0
Health Promotion	#DIV/0!	0
Home Delivered Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Weekend Home Delivered Meals	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	#DIV/0!	0





**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2015**

Grantee Name: Terrific Inc., Ward 2 Grant Period: FY15: 10/1/14 - 9/30/15 Date of visit: _____
 Grant Title: ADRC Ward 2 Grant Amount: \$1,164,945 Total Score for the visit: #DIV/0! / 100
 Grantee Address: 1220 L Street, NW Grant Monitor Name: Maxine Crowder Purchase Order #: PO508076

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

	July				August				September			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	August 14, 2015	August 2, 2015	August 14, 2015	0	September 15, 2015				October 15, 2015			
M1	August 20, 2015	August 2, 2015	August 2, 2015	-18	September 18, 2015	September 16, 2015	September 16, 2015	-2	October 20, 2015	September 4, 2015	September 4, 2015	-46
CURT (page 40)	August 31, 2015				September 30, 2015				October 30, 2015			
Q & Y (page 59)									October 20, 2015			

Finance and Budget Management:

	FY15 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
M1: Payroll & Indirect	\$932,701.00	\$856,986.11	91.9%	\$68,927.24	\$176,692.67	7.4%	\$68,160.93	\$108,531.74	7.3%	\$32,816.85	\$75,714.89	3.5%	\$169,905.02	6.1%
M1: Caregiver Case Manager	\$0.00	-\$165.88	#DIV/0!		\$165.88			\$165.88			\$165.88			
M1: St. Mary's Court	\$37,252.00	\$17,811.36	47.8%		\$22,509.64		\$3,069.00	\$19,440.64	8.2%		\$19,440.64		\$3,069.00	8.2%
M1: Audit & Accounting	\$31,294.00	\$38,717.84	123.7%		-\$4,923.84		\$2,500.00	-\$7,423.84	8.0%		-\$7,423.84		\$2,500.00	8.0%
M1: Caregiver Respit/Supp	\$0.00	\$631.50	#DIV/0!		-\$631.50			-\$631.50			-\$631.50			
M1: Computer Services	\$0.00	\$7,869.00	#DIV/0!	\$169.00	-\$7,369.00	#DIV/0!	\$500.00	-\$7,869.00	#DIV/0!		-\$7,869.00		\$669.00	
M1: Homebound Meals Coord	\$73,252.00	\$25,092.16	34.3%		\$48,159.84			\$48,159.84			\$48,159.84			
M1: Luther Place	\$36,000.00	\$40,412.74	112.3%	\$3,000.00	-\$4,412.74	8.3%		-\$4,412.74			-\$4,412.74		\$3,000.00	8.3%
M1: ADRC Occupancy	\$53,923.00	\$16,666.64	30.9%	\$2,083.33	\$39,339.69	3.9%	\$2,083.33	\$37,256.36	3.9%		\$37,256.36		\$4,166.66	3.9%
M1: Occupancy	\$0.00	\$35,873.17	#DIV/0!	\$25,583.03	-\$28,583.03	#DIV/0!	\$7,290.14	-\$35,873.17	#DIV/0!		-\$35,873.17		\$32,873.17	
M1: Supplies & Travel	\$3,998.00	\$9,646.17	241.3%	\$831.75	-\$4,816.68	20.8%		-\$5,648.17	20.8%		-\$5,648.17		\$1,663.24	20.8%
M1: Communication	\$13,800.00	\$15,944.02	115.5%		-\$2,144.02			-\$2,144.02			-\$2,144.02			
	\$1,182,220.00	\$1,065,484.83	90.1%	\$100,594.35	\$233,986.91	8.5%	\$84,434.89	\$149,552.02	7.1%	\$32,816.85	\$116,735.17	2.8%	\$217,846.09	6.1%

Program and Performance Progress:

	Planned Service Units	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4	
				Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Unit: Case Mgmt	728	1,867	256%	105	13	14.4%		13			13		105	14.4%
Unit: CompAssmt	675	594	88%	38	480	5.6%		480			480		38	5.6%
Unit: Cong Meal	56340	47,595	84%	4,953	37,172	8.8%		37,172			37,172		4,953	8.8%
Unit: Counseling	23299	18,063	78%	1,746	15,495	7.5%		15,495			15,495		1,746	7.5%
Unit: HDMeals WKDay	24419	21,178	87%	2,323	15,485	9.5%		15,485			15,485		2,323	9.5%
Unit: HDMeals WKEnd	12964	13,036	101%	1,353	7,922	10.4%		7,922			7,922		1,353	10.4%
Unit: Health Promo	37041	30,856	83%	3,512	23,862	9.5%		23,862			23,862		3,512	9.5%
Unit: NutrCouns	441	454	103%	74	261	16.7%		261			261		74	16.7%
Unit: NutrEd	2063	1,543	75%	151	1,449	7.3%		1,449			1,449		151	7.3%
Unit: RecSoc	58839	48,398	82%	5,356	39,380	9.1%		39,380			39,380		5,356	9.1%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				

Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				

General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the coment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				

Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				

Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:			-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

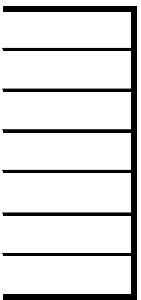
Site Visit: *Please complete the following during a site visit*

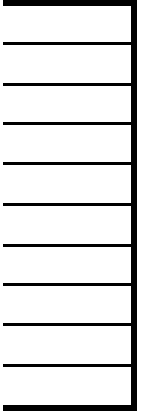
Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

Site

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Case Management	#DIV/0!	0
Comprehensive Assessment	#DIV/0!	0
Congregate Meal	#DIV/0!	0
Counseling	#DIV/0!	0
Health Promotion	#DIV/0!	0
Home Delivered Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Weekend Home Delivered Meals	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	#DIV/0!	0





**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: TERRIFIC, INC
 Grant Title: Lead Agency/ADRC Ward 1
 Grantee Address: 910 Westminister Ave. NW, Washington, DC
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$914,427
 Local/District Grant Amount: \$815,788
 Federal Grant Amount: \$98,639

Date of visit: 2/21/2018 - Q1
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 573394

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice MI CURT (page 40) Q & Y (page 59)	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	November 15, 2017	November 15, 2017	November 15, 2017	0	December 15, 2017	December 8, 2017	December 8, 2017	-7	January 16, 2018	January 19, 2018	January 19, 2018	3
	November 21, 2017	November 21, 2017	November 22, 2017	1	December 20, 2017	December 8, 2017	December 29, 2017	9	January 19, 2018	January 29, 2018	January 30, 2018	11
	November 30, 2017	December 8, 2017	December 8, 2017	8	December 29, 2017	January 5, 2018	January 5, 2018	7	January 31, 2018	January 30, 2018	January 30, 2018	-1
									January 20, 2018	January 29, 2018	January 29, 2018	9

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel & Indirect	\$576,229.91	30.1%	\$42,797.77	\$533,432.14	7.4%	\$53,976.28	\$479,455.86	9.4%	\$76,664.99	\$402,790.87	13.3%	\$173,439.04	10.0%
Travel	\$127.00	99.5%	\$0.00	\$127.00	0.0%	\$0.00	\$127.00	0.0%	\$126.42	\$0.58	99.5%	\$126.42	33.2%
Occupancy	\$53,729.00	24.6%	\$4,397.00	\$49,332.00	8.2%	\$4,397.00	\$44,935.00	8.2%	\$4,397.00	\$40,538.00	8.2%	\$13,191.00	8.2%
Communication	\$16,000.00	30.0%	\$973.80	\$15,026.20	6.1%	\$989.56	\$14,036.64	6.2%	\$2,843.56	\$11,193.08	17.8%	\$4,806.92	10.0%
Supplies/Equipment	\$5,362.84	0.0%	\$0.00	\$5,362.84	0.0%	\$0.00	\$5,362.84	0.0%	\$0.00	\$5,362.84	0.0%	\$0.00	0.0%
Other Directs	\$147,424.78	18.7%	\$6,712.27	\$140,712.51	4.6%	\$7,912.98	\$132,799.53	5.4%	\$12,961.67	\$119,837.86	8.8%	\$27,586.92	6.2%
Indirect Overhead	\$57,623.00	30.5%	\$4,279.78	\$53,343.22	7.4%	\$5,603.97	\$47,739.25	9.7%	\$7,666.50	\$40,072.75	13.3%	\$17,550.25	10.2%
	\$856,496.53	28%	\$59,160.62	\$797,335.91	6.9%	\$72,879.79	\$724,456.12	8.5%	\$104,660.14	\$619,795.98	12.2%	\$236,700.55	9.2%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
CareGiver Case Mgmt Title III E	\$62,401.00	0.0%	\$0.00	\$62,401.00	0.0%	\$0.00	\$62,401.00	0.0%	\$0.00	\$62,401.00	0.0%	\$0.00	0.0%
Counseling Title III B	\$36,283.00	0.0%	\$0.00	\$36,283.00	0.0%	\$0.00	\$36,283.00	0.0%	\$0.00	\$36,283.00	0.0%	\$0.00	0.0%
			\$0.00			\$0.00			\$0.00			\$0.00	
			\$0.00			\$0.00			\$0.00			\$0.00	
			\$0.00			\$0.00			\$0.00			\$0.00	
	\$98,684.00	0	\$0.00	\$98,684.00	0.0%	\$0.00	\$98,684.00	0.0%	\$0.00	\$98,684.00	0.0%	\$0.00	0.0%
Total	\$955,180.53	0.247807134	\$59,160.62	\$896,019.91	6.2%	\$72,879.79	\$823,140.12	7.6%	\$104,660.14	\$718,479.98	11.0%	\$236,700.55	8.3%

Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1		
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Unit: CaseMgmt	1,500	28.1%	135	1,365	9.0%	150	1,216	10.0%	137	1,079	9.1%	421	9.4%
Unit: CompAssmnt	400	29.1%	40	361	9.9%	40	321	9.9%	38	284	9.4%	117	9.7%
Unit: CongrMeal	58,894	26.7%	6,046	52,848	10.3%	5,435	47,413	9.2%	4,242	43,171	7.2%	15,723	8.9%
Unit: Counseling	8,000	2.2%	30	7,971	0.4%	100	7,871	1.2%	49	7,822	0.6%	178	0.7%
Unit: HDMealWkDay	50,000	21.7%	3,602	46,398	7.2%	3,074	43,324	6.1%	4,195	39,129	8.4%	10,871	7.2%
Unit: HDMealWkEnd	11,800	17.0%	634	11,166	5.4%	626	10,540	5.3%	744	9,796	6.3%	2,004	5.7%
Unit: HealthPro	15,000	11.5%	761	14,239	5.1%	418	13,821	2.8%	543	13,278	3.6%	1,722	3.8%
Unit: NutrCoons	330	23.0%	28	302	8.5%	19	283	5.8%	29	254	7.6%	76	7.7%
Unit: NutrEduc	12,000	2.7%	52	11,948	0.4%	98	11,850	0.8%	172	11,678	1.4%	322	0.9%
Unit: Rec/Soc	35,000	8.5%	1,122	33,878	3.2%	950	32,928	2.7%	896	32,032	2.6%	2,968	2.8%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Corrective Action:	Deficiencies:	Deficiencies:
Recommendations:	Recommendation:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	16	4
Budget & Finance	30%	29	8.26%
Program Progress	30%	20	5.7%
Site Visit	20%	20	103%
		Average Day Reports submitted past due date	
		Average Burn Rate	
		Average Progress Rate	
		Total Site Visit Score	

Total Score (Points): 0 /100

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation:

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			Compressed in office; individual files and original at main office.
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			Indeed, Internal and network recruiting
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			Outreach Coordinator position vacant
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?			1	DCOA finance team will conduct
Financial	14	Were the accounting records readily available?			1	DCOA finance team will conduct
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?			1	DCOA finance team will conduct
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			Viewed in individual employee file and compared to budget submission
Financial	17	Are participants' contributions recorded and expended for the program?	1			Included in monthly M-1s and quarterly financial reports
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	DCOA finance team will conduct
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			
Financial	21	Were written procurement policies and procedures readily available?	1			Employee files
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	DCOA finance team will conduct
Financial	23	Were files maintained for all purchases?			1	DCOA finance team will conduct
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?			1	DCOA finance team will conduct
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			Terrific resource center, IONA resource guide
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Project Director office
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			Performed at meal sites
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			At community dining sites
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			Displayed on wall
Facility	34	Crime reduction hot spot plan is implemented?	1			In personnel files
Facility	35	Are business operations sections separated from the service provision areas?			1	Not in zone according to Project Director
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			7	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			Annually and as needed
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Requested/shared with monitor
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			Phone
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the coment section.	1			13-20 per month but more during conferences.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			Project Director's office
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			Reminded Project Director to document and make available to seniors/DCOA when requested at the end of the year
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			CSTARs/monthly invoices
General Service Delivery	53	Is organization receiving positive scores on Grade DC?	1			In the past
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			Activity Coordinator, Project Director and all staff help during such activities.
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			19	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			Monthly and if needed
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			Customer service survey and quality checks
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			Howard, United, Providence, George Washington and all hospitals in DC
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:	1			
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			5-7 days
			14	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			Immediately
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			Following guidelines in grant policy
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			But they are welcomed to attend any site
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			Hoping that CSTARs will help with reservations in the near future.
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			Delivered by Dutch Mills
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			1 representative for each site
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			

Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	All Ward 1 meal sites are covered by Dutch Mills
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	No food is prepared on site, all meals are delivered by Dutch Mills
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?	1			
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			10am-2pm
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			Tenant Association Advisory Neighborhood Council (ANC)
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			23	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			

Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			On the spot counseling
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:	-	-	-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			Police, APS, Emergency food
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			Included in the monthly CURT Report as well
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			Collaborations with various hospitals and universities and communities
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?	1			
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;	1			
Home Delivered Meals	123	Are arrangements made for delivery of meals?	1			
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?	1			
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?	1			
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?	1			Moms meals -every 2 weeks Hot meals
			2	0		Seabury

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			HIPAA compliance
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			

Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: <input type="text"/>			Date of last intake: <input type="text"/>
				Date of last nutrition screen: <input type="text"/>
				Date of medical clearance form: <input type="text"/>
				Date of last fitness waiver: <input type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied
Please rank your level of satisfaction with the quality of meals at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Name: _____	Verify Age: <input type="text"/>			Date of last intake: <input type="text"/>
				Date of last nutrition screen: <input type="text"/>
				Date of medical clearance form: <input type="text"/>
				Date of last fitness waiver: <input type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied
Please rank your level of satisfaction with the quality of meals at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist: YES / NO	
How many on list and explain:	<input style="width:100%;" type="text"/>
<input style="width:100%;" type="text"/>	
<input style="width:100%;" type="text"/>	
How long will it take to enroll those on the list:	<input style="width:100%;" type="text"/>
<input style="width:100%;" type="text"/>	
<input style="width:100%;" type="text"/>	

Please describe your outreach efforts
<input style="width:100%; height: 40px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>

Site Visit Notes:

Finding: See report.
<input style="width:100%; height: 20px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>
Deficiencies: See report.
<input style="width:100%; height: 20px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>
Corrective Actions Planned: See report.
<input style="width:100%; height: 20px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	100%	5	0	5
Administration And Reports	100%	4	0	4
Facility	100%	7	0	7
General Service Delivery	100%	21	0	21
Case Management	100%	15	0	15
Comprehensive Assessment	100%	9	0	9
Congregate Meal	100%	24	0	24
Counseling	100%	12	0	12
Health Promotion	100%	6	0	6
Home Delivered Meals	100%	5	0	5
Recreation Socialization	100%	6	0	6
Weekend Home Delivered Meals	100%	3	0	3
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	4	0	4
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	103%	139	0	139

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: TERRIFIC, INC
 Grant Title: Lead Agency/ADRC Ward 1
 Grantee Address: 910 Westminister Ave. NW, Washington, DC
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 914427
 Local/District Grant Amount: 815788
 Federal Grant Amount: 98639

Date of visit: 2/21/2018 - Q2
 Total Score for the visit: 46 / 80
 Grantee #: 0
 PO#: 573394

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	January				February				March			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	February 15, 2018	February 15, 2018	February 15, 2018	0	March 15, 2018	March 14, 2018	March 14, 2018	-1	April 16, 2018	April 16, 2018	April 16, 2018	0
M1	February 20, 2018	February 27, 2018	February 28, 2018	8	March 20, 2018	March 27, 2018	March 28, 2018	8	April 20, 2018	April 20, 2018	April 23, 2018	3
CURT (page 40)	February 28, 2018	March 1, 2018	March 1, 2018	1	March 30, 2018	April 10, 2018	April 10, 2018	11	April 30, 2018	May 14, 2018	May 14, 2018	14
Q & Y (page 59)									April 20, 2018	April 20, 2018	April 20, 2018	0
Audit									March 30, 2018	April 2, 2018	April 2, 2018	3

Finance and Budget Management:

Local/District Funds	January			February			March			QUARTER 2				
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate			
Personnel & Indirect	\$576,229.91	\$290,303.32	50.4%	\$45,741.20	\$357,049.67	7.9%	\$35,590.57	\$321,459.10	6.2%	\$35,532.51	\$285,926.59	6.2%	\$116,864.28	6.8%
Travel	\$127.00	\$126.42	99.5%	\$0.00	\$0.58	0.0%	\$0.00	\$0.58	0.0%	\$0.00	\$0.58	0.0%	\$0.00	0.0%
Occupancy	\$53,729.00	\$26,382.00	49.1%	\$4,397.00	\$36,141.00	8.2%	\$4,397.00	\$31,744.00	8.2%	\$4,397.00	\$27,347.00	8.2%	\$13,191.00	8.2%
Communication	\$16,000.00	\$9,593.13	60.0%	\$795.00	\$10,398.08	5.0%	\$795.88	\$9,602.20	5.0%	\$3,195.33	\$6,406.87	20.0%	\$4,786.21	10.0%
Supplies/Equipment	\$5,362.84	\$0.00	0.0%	\$0.00	\$5,362.84	0.0%	\$0.00	\$5,362.84	0.0%	\$0.00	\$5,362.84	0.0%	\$0.00	0.0%
Other Directs	\$147,424.78	\$49,784.61	33.8%	\$7,837.00	\$112,000.86	5.3%	\$7,392.49	\$104,608.37	5.0%	\$6,968.20	\$97,640.17	4.7%	\$22,197.69	5.0%
Indirect Overhead	\$57,623.00	\$30,027.27	52.1%	\$4,574.12	\$35,498.63	7.9%	\$3,954.84	\$31,543.79	6.9%	\$3,948.06	\$27,595.73	6.9%	\$12,477.02	7.2%
	\$0.00	\$0.00	0.0%	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	
\$	856,496.53	\$406,216.75	47.4%	\$ 63,344.32	\$556,451.66	7.4%	\$ 52,130.78	\$504,320.88	6.1%	\$ 54,041.10	\$450,279.78	6.3%	\$ 169,516.20	6.6%

Federal Funds	January			February			March			QUARTER 2				
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate			
CareGiver Case Mgmt Title III E	\$62,401.00	\$7,651.44	12.3%	\$0.00	\$62,401.00	0.0%	\$3,825.72	\$58,575.28	6.1%	\$3,825.72	\$54,749.56	6.1%	\$7,651.44	4.1%
Counseling Title III B	\$36,283.00	\$17,149.68	47.3%	\$0.00	\$36,283.00	0.0%	\$8,574.84	\$27,708.16	23.6%	\$8,574.84	\$19,133.32	23.6%	\$17,149.68	15.8%
\$	98,684.00	\$24,801.12	25.1%	\$ -	\$98,684.00	0.0%	\$ 12,400.56	\$86,283.44	12.6%	\$ 12,400.56	\$73,882.88	12.6%	\$ 24,801.12	8.4%

Total	\$955,180.53	\$431,017.87	0.450833558	\$63,344.32	\$655,135.66	14.7%	\$64,531.34	\$590,604.32	15.0%	\$66,441.66	\$524,162.66	15.4%	\$194,317.32	15.0%
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Program and Performance Progress:

Performance Objective	January			February			March			QUARTER 2				
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Average Progress Rate			
Unit: CaseMgmt	1,500	880	59%	179	901	11.9%	138	763	9.2%	143	99	9.5%	459	10.2%
Unit: CompAssmnt	400	267	67%	52	232	13.0%	47	185	11.8%	52	16	12.9%	151	12.5%
Unit: CongrMeal	58,894	27,323	46%	4,026	39,145	6.8%	3,455	35,690	5.9%	4,119	5,605	7.0%	11,600	6.6%
Unit: Counseling	8,000	537	7%	311	7,511	3.9%	16	7,496	0.2%	32	7,464	0.4%	359	1.5%
Unit: HDMealWkDay	50,000	24,514	49%	4,194	34,935	8.4%	4,414	30,521	8.8%	5,035	25,486	10.1%	13,643	9.1%
Unit: HDMealWkEnd	11,800	4,072	35%	675	9,121	5.7%	629	8,492	5.3%	764	7,728	6.5%	2,068	5.8%
Unit: HealthPro	15,000	3,486	23%	398	12,880	2.7%	617	12,263	4.1%	749	11,514	5.0%	1,764	3.9%
Unit: NuttCouns	330	174	53%	32	222	9.7%	38	185	11.4%	28	157	8.5%	98	9.8%
Unit: NuttEduc	1,200	656	55%	114	764	9.5%	106	658	8.8%	114	544	9.5%	334	9.3%
Unit: Rec/Soc	35,000	5,795	17%	836	31,196	2.4%	863	30,333	2.5%	1,128	29,205	3.2%	2,827	2.7%
0	0	0	0%		0			0			0		0	
0	0	0	0%		0			0			0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	16	Average Day Reports submitted past due date
Budget & Finance	30%	30	Average Burn Rate
Program Progress	30%	0	Average Progress Rate

Total Score (Points): 46 /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: TERRIFIC, INC
 Grant Title: Lead Agency/ADRC Ward I
 Grantee Address: 910 Westminister Ave. NW, Washington, DC
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: 914427
 Local/District Grant Amount: 815788
 Federal Grant Amount: 98639

Date of visit: 7/31/2018 - Q2
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 573394

Presite form: Please fill in data each month while processing MT's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice	April				May				June			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
M1	May 15, 2018	May 15, 2018	May 15, 2018	0	June 15, 2018	June 15, 2018	June 15, 2018	0	July 13, 2018	July 13, 2018	July 13, 2018	0
CURT (page 40)	May 18, 2018	May 22, 2018	May 22, 2018	4	June 20, 2018	June 20, 2018	July 3, 2018	13	July 20, 2018	July 27, 2018	July 31, 2018	11
Q & Y (page 59)	May 31, 2018	June 11, 2018	June 11, 2018	11	June 29, 2018	June 29, 2018	July 5, 2018	6	July 31, 2018	July 30, 2018	July 30, 2018	-1
									July 20, 2018	July 20, 2018	July 20, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel & Indirect	\$576,229.91	\$409,674.91	71.1%	\$40,025.74	\$245,900.85	6.9%	\$39,302.01	\$206,598.84	6.8%	\$40,043.84	\$166,555.00	6.9%	\$119,371.59	6.9%
Travel	\$127.00	\$126.42	99.5%	\$0.00	\$0.58	0.0%	\$0.00	\$0.58	0.0%	\$0.00	\$0.58	0.0%	\$0.00	0.0%
Occupancy	\$53,729.00	\$39,573.00	73.7%	\$4,397.00	\$22,950.00	8.2%	\$4,397.00	\$18,553.00	8.2%	\$4,397.00	\$14,156.00	8.2%	\$13,191.00	8.2%
Communication	\$16,000.00	\$14,672.93	91.7%	\$1,107.24	\$5,299.63	6.9%	\$3,083.62	\$2,216.01	19.3%	\$888.94	\$1,327.07	5.6%	\$5,079.80	10.6%
Supplies/Equipment	\$5,362.84	\$3,783.84	70.6%	\$0.00	\$5,362.84	0.0%	\$3,783.84	\$1,579.00	70.6%	\$0.00	\$1,579.00	0.0%	\$3,783.84	23.5%
Other Directs	\$147,424.78	\$69,373.86	47.1%	\$6,388.59	\$91,251.58	4.3%	\$6,702.77	\$84,548.81	4.5%	\$6,497.89	\$78,050.92	4.4%	\$19,589.25	4.4%
Indirect Overhead	\$57,623.00	\$42,906.95	74.5%	\$4,002.58	\$23,593.15	6.9%	\$3,930.21	\$19,662.94	6.8%	\$4,946.89	\$14,716.05	8.6%	\$12,879.68	7.5%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
	\$856,496.53	\$580,111.91	67.7%	\$55,921.15	\$394,358.63	6.5%	\$61,199.45	\$333,159.18	7.1%	\$56,774.56	\$276,384.62	6.6%	\$173,895.16	6.8%

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
CareGiver Case Mgmt Title III E	\$62,401.00	\$24,359.51	39.0%	\$9,198.54	\$45,551.02	14.7%	\$7,580.46	\$37,970.56	12.1%	\$7,580.45	\$30,390.11	12.1%	\$24,359.45	13.0%
Counseling Title III B	\$36,283.00	\$4,381.36	12.1%	\$2,536.56	\$16,596.76	7.0%	\$0.00	\$16,596.76	0.0%	\$1,844.56	\$14,752.20	5.1%	\$4,381.12	4.0%
\$	98,684.00	\$28,740.70	0.0%	\$11,735.10	\$62,147.78	11.9%	\$7,580.46	\$54,567.32	7.7%	\$9,425.01	\$45,142.31	9.6%	\$28,740.57	9.7%

Total	\$955,180.53	\$608,852.61	33.3%	\$67,656.25	\$456,506.41	11.1%	\$68,779.91	\$387,726.50	11.3%	\$66,199.57	\$321,526.93	10.9%	\$202,635.73	11.1%
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Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Unit: CaseMgmt	1,600	1,352	85%	162	559	10.1%	128	431	8.0%	183	248	11.4%	473	9.8%
Unit: CompAssmnt	475	402	85%	39	170	8.1%	48	122	10.0%	49	74	10.2%	135	9.4%
Unit: CongrMeal	51,500	39,318	76%	3,775	20,402	7.3%	4,263	16,139	8.3%	3,957	12,182	7.7%	11,995	7.8%
Unit: Counseling	5,800	686	12%	27	5,237	0.5%	73	5,164	1.3%	50	5,114	0.9%	150	0.9%
Unit: HDMealWkDay	45,000	35,039	78%	4,277	16,209	9.5%	3,278	12,931	7.3%	2,970	9,961	6.6%	10,525	7.8%
Unit: HDMealWkEnd	11,689	6,541	56%	978	6,639	8.4%	919	5,720	7.9%	572	5,148	4.9%	2,469	5.0%
Unit: HealthPro	12,422	7,479	60%	768	8,168	6.2%	1,676	6,492	13.5%	1,549	4,943	12.5%	3,993	10.7%
Unit: NutrCouns	345	254	73%	30	142	8.6%	30	113	8.6%	21	92	6.1%	80	7.7%
Unit: NutrEduc	1,457	1,202	82%	104	697	7.1%	321	376	22.0%	121	255	8.3%	546	12.5%
Unit: Rec/Soc	23,193	13,395	58%	1,269	16,129	5.5%	3,211	12,918	13.8%	3,120	9,798	13.5%	7,600	10.9%
0	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0%
0	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0%
0	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Finding:	
Deficiencies:	
Corrective Actions Planned:	

Site Visit Notes on Finance and Budget Management:

Finding:	
Deficiencies:	
Corrective Actions Planned:	

Site Visit Notes on Program and Performance Progress

Finding:	
Deficiencies:	
Corrective Actions Planned:	

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	16	4
Budget & Finance	30%	30	11.00%
Program Progress	30%	30	8.5%

Average Day Reports submitted past due date
 Average Burn Rate
 Average Progress Rate

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: TERRIFIC, INC
 Grant Title: Lead Agency/ADRC Ward 1
 Grantee Address: 910 Westminister Ave. NW, Washington, DC
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18: 10/1/17 - 9/30/18
 Total Grant Amount: \$891,453
 Local/District Grant Amount: 815788
 Federal Grant Amount: 98639

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 573394

*Presite form: Please fill in data each month while processinging MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

	July				August				September			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	August 15, 2018	August 13, 2018	August 13, 2018	-2	September 14, 2018	September 14, 2018	September 14, 2018	0	October 10, 2018	October 10, 2018	October 10, 2018	0
MI	August 21, 2018	August 21, 2018	August 21, 2018	0	September 20, 2018	September 17, 2018	September 18, 2018	-2	October 12, 2018	October 2, 2018	October 10, 2018	-2
CURT (page 40)	August 31, 2018	September 7, 2018	September 7, 2018	7	September 28, 2018	October 12, 2018	October 12, 2018	14	October 10, 2018	October 12, 2018	October 12, 2018	2
Q & Y (page 59)									October 10, 2018	October 10, 2018	October 10, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel & Indirect	\$576,229.91	\$570,016.63	98.9%	\$41,245.74	\$166,555.00	7.2%	\$58,382.55	\$108,172.45	10.1%	\$60,713.43	\$0.00	10.5%	\$160,341.72	9.3%
Travel	\$127.00	\$126.42	99.5%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Occupancy	\$53,729.00	\$53,729.00	100.0%	\$6,297.00	\$13,048.76	11.7%	\$4,397.00	\$8,651.76	8.2%	\$3,462.00	\$5,189.76	6.4%	\$14,156.00	8.8%
Communication	\$16,000.00	\$17,674.13	110.5%	\$1,206.29	\$1,327.07	7.5%	\$1,794.91	-\$467.84	11.2%	\$0.00	-\$467.84	0.0%	\$3,001.20	6.3%
Supplies/Equipment	\$5,362.84	\$5,896.34	109.9%	\$0.00	-\$4,809.59	0.0%	\$0.00	-\$4,809.59	0.0%	\$2,112.50	-\$6,922.09	39.4%	\$2,112.50	13.1%
Other Directs	\$147,424.78	\$111,730.31	75.8%	\$26,182.19	\$74,048.34	17.8%	\$16,174.26	\$57,874.08	11.0%	\$0.00	\$57,874.08	0.0%	\$42,356.45	9.6%
Indirect Overhead	\$57,623.00	\$60,646.61	105.2%	\$5,181.45	\$14,716.05	9.0%	\$6,486.95	\$8,229.10	11.3%	\$6,071.26	\$2,157.84	10.5%	\$17,739.66	10.3%
0	\$0.00	\$0.00	0.0%		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	0.0%		\$0.00			\$0.00			\$0.00			
	\$856,496.53	\$819,819.44	95.7%	\$80,112.67	\$208,964.48	9.4%	\$87,235.67	\$121,728.81	10.2%	\$72,359.19	\$0.00	8.4%	\$239,707.53	9.3%

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
CareGiver Case Mgmt Title III E	\$62,401.00	\$28,495.13	45.7%	\$7,580.45	\$30,461.04	12.1%	\$11,370.68	\$19,090.36	18.2%	\$9,543.88	\$9,546.48	15.3%	\$28,495.01	15.2%
Counseling Title III B	\$36,283.00	\$13,727.73	37.8%	\$2,988.36	\$28,913.28	8.2%	\$6,148.52	\$22,764.76	16.9%	\$4,590.80	\$18,173.96	12.7%	\$13,727.68	12.6%
	\$ 98,684.00	\$42,222.79	42.8%	\$ 10,568.81	\$59,374.32	10.7%	\$ 17,519.20	\$41,855.12	17.8%	\$ 14,134.68	\$27,720.44	14.3%	\$ 42,222.69	14.3%

Total	\$955,180.53	\$862,042.23	32.7%	\$90,681.48	\$268,338.80	10.5%	\$104,754.87	\$163,583.93	12.2%	\$86,493.87	\$27,720.44	10.0%	\$281,930.22	10.9%
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Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Unit: CaseMgmt	1,600	1,843	115%	146	980	9.1%	226	754	14.1%	119	636	7.4%	491	10.2%
Unit: CompAssmnt	475	560	118%	79	-310	16.6%	52	-362	10.9%	27	-389	5.7%	158	11.1%
Unit: CongrMeal	51,500	50,302	98%	4,172	23,617	8.1%	4,518	19,099	8.8%	2,294	16,805	4.5%	10,984	7.1%
Unit: Counseling	5,800	5,574	96%	1,510	-11,941	26.0%	2,011	-13,952	34.7%	1,367	-15,319	23.6%	4,888	28.1%
Unit: HDMealWkDay	45,000	43,568	97%	1,923	18,732	4.3%	3,778	14,954	8.4%	2,829	12,125	6.3%	8,529	6.3%
Unit: HDMealWkEnd	11,689	8,270	71%	316	-4,035	2.7%	751	-4,785	6.4%	663	-5,448	5.7%	1,729	4.9%
Unit: HealthPro	12,422	12,758	103%	1,776	2,885	14.3%	2,063	822	16.6%	1,440	-618	11.6%	5,279	14.2%
Unit: NutrCouns	345	351	102%	34	58	9.7%	29	29	8.4%	35	-6	10.1%	98	9.4%
Unit: NutrEduc	1,457	1,535	105%	161	340	11.1%	172	168	11.8%	0	168	0.0%	333	7.6%
Unit: Rec/Soc	23,193	24,390	105%	3,784	8,660	16.3%	4,206	4,454	18.1%	3,005	1,449	13.0%	10,995	15.8%
0	0	0	0%		0			0			0		0	
0	0	0	0%		0			0			0		0	
0	0	0	0%		0			0			0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:
Corrective Action Planned:	Corrective Actions Planned:	Corrective Action Planned:
Recommendations:		

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	10.90%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points) 0 /100

Final Notes: Please write your overall evaluation of the site visit

Findings:

KEY:	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20		8.33%	30	8.33%	30	100%	20
1	19		8.05	29	8.05	29	98%	19
2	18		7.77	28	7.77	28	96%	18
3	17		7.50	27	7.50	27	94%	17
4	16		7.22	26	7.22	26	92%	16
5	15		6.94	25	6.94	25	90%	15
6	14		6.66	24	6.66	24	88%	14
7	13		6.39	23	6.39	23	86%	13
8	12		6.11	22	6.11	22	84%	12
9	11		5.83	21	5.83	21	82%	11
10	10		5.55	20	5.55	20	80%	10
11	9		5.28	19	5.28	19	78%	9

12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			Compressed in office; individual files and original at main office.
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			Indeed, Internal and network recruiting
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			Outreach Coordinator position vacant
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?			1	DCOA finance team will conduct
Financial	14	Were the accounting records readily available?			1	DCOA finance team will conduct
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?			1	DCOA finance team will conduct
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			Viewed in individual employee file and compared to budget submission
Financial	17	Are participants' contributions recorded and expended for the program?	1			Included in monthly M-1s and quarterly financial reports
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	DCOA finance team will conduct
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			
Financial	21	Were written procurement policies and procedures readily available?	1			Employee files
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	DCOA finance team will conduct
Financial	23	Were files maintained for all purchases?			1	DCOA finance team will conduct
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?			1	DCOA finance team will conduct
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			Terrific resource center, IONA resource guide
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Project Director office
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			Performed at meal sites
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			At community dining sites
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			Displayed on wall
Facility	34	Crime reduction hot spot plan is implemented?	1			In personnel files
Facility	35	Are business operations sections separated from the service provision areas?			1	Not in zone according to Project Director
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			7	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			Annually and as needed
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Requested/shared with monitor
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			Phone
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			13-20 per month but more during conferences.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			Project Director's office
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?	1			
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			19	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			Monthly and if needed
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			Customer service survey and quality checks
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			Howard, United, Providence, George Washington and all hospitals in DC
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:	1			
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			5-7 days
			14	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			Immediately
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			Following guidelines in grant policy
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			But they are welcomed to attend any site
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			Hoping that CSTARs will help with reservations in the near future.
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			Delivered by Dutch Mills
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			1 representative for each site
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			

Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	All Ward 1 meal sites are covered by Dutch Mills
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	No food is prepared on site, all meals are delivered by Dutch Mills
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?	1			
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			10am-2pm
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			Tenant Association Advisory Neighborhood Council (ANC)
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			23		0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			

Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			On the spot counseling
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			Police, APS, Emergency food
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			Included in the monthly CURT Report as well
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			Collaborations with various hospitals and universities and communities
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?	1			
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;	1			
Home Delivered Meals	123	Are arrangements made for delivery of meals?	1			
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?	1			

Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?	1			
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?	1			Moms meals -every 2 weeks Seabury - Hot meals
			2	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			HIPAA compliance
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
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General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A _____ Verify Age: Date of last intake:
 Date of last nutrition screen:
 Date of medical clearance form:
 Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Name: N/A _____ Verify Age: Date of last intake:
 Date of last nutrition screen:
 Date of medical clearance form:
 Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist: YES / NO

How many on list and explain: None.

How long will it take to enroll those on the list:

Please describe your outreach efforts

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Site Visit Notes:

Finding: None.
Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	100%	5	0	5
Administration And Reports	100%	4	0	4
Facility	100%	7	0	7
General Service Delivery	100%	21	0	21
Case Management	100%	15	0	15
Comprehensive Assessment	100%	9	0	9
Congregate Meal	100%	24	0	24
Counseling	100%	12	0	12
Health Promotion	100%	6	0	6
Home Delivered Meals	100%	5	0	5
Recreation Socialization	100%	6	0	6
Weekend Home Delivered Meals	100%	3	0	3
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	4	0	4
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	3			
Total Site Visit Score	102%	139	0	139

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: TERRIFIC, INC
 Grant Title: Lead Agency/ADRC Ward 4
 Grantee Address: 418 Missouri Ave. NW, Washington, DC 20011
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18 10/17 - 9/30/18
 Total Grant Amount: \$860,211
 Local/District Grant Amount: \$775,033
 Federal Grant Amount: \$85,178

Date of visit: 2/15/2018 - Q1
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 573384

Presite form: Please fill in data each month while processinging MI's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
M1	November 15, 2017	November 15, 2017	November 15, 2017	0	December 15, 2017	December 8, 2017	December 8, 2017	-7	January 16, 2018	January 19, 2018	January 19, 2018	3
CURT (page 40)	November 21, 2017	November 21, 2017	November 22, 2017	1	December 20, 2017	December 8, 2017	December 29, 2017	9	January 19, 2018	January 29, 2018	January 30, 2018	11
Q & Y (page 59)	November 30, 2017	November 21, 2017	November 21, 2017	-9	December 29, 2017	December 20, 2017	December 20, 2017	-9	January 31, 2018	January 19, 2018	January 19, 2018	-12
									January 20, 2018	January 29, 2018	January 29, 2018	-9

Finance and Budget Management:

Local/District Funds	October			November			December			QUARTER 1			
	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel & Indirect	\$590,922.39	29.4%	\$39,768.59	\$551,153.80	6.7%	\$53,140.17	\$498,013.63	9.0%	\$80,739.00	\$417,274.63	13.7%	\$173,647.76	9.8%
Travel	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Occupancy	\$60,000.00	24.7%	\$4,800.00	\$55,200.00	8.0%	\$5,216.88	\$49,983.12	8.7%	\$4,800.00	\$45,183.12	8.0%	\$14,816.88	8.2%
Communication	\$17,500.00	17.9%	\$1,007.32	\$16,492.68	5.8%	\$619.20	\$15,873.48	3.5%	\$1,503.68	\$14,369.80	8.6%	\$3,130.20	6.0%
Supplies/Equipment	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Other Directs	\$47,517.92	15.0%	\$3,216.48	\$44,301.44	4.9%	\$160.00	\$45,041.44	0.3%	\$4,652.80	\$40,388.64	9.8%	\$7,129.28	5.0%
Indirect/Overhead	\$59,092.20	29.4%	\$3,976.86	\$55,115.34	6.7%	\$5,314.01	\$49,801.33	9.0%	\$8,073.90	\$41,727.43	13.7%	\$17,364.77	9.8%
	\$775,032.51	0.278812678	\$51,869.25	\$723,163.26	6.7%	\$64,450.26	\$658,713.00	8.3%	\$99,769.38	\$558,943.62	12.9%	\$216,088.89	9.3%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
CareGiver Case Mgmt Title III E	\$51,963.00	0.0%	\$0.00	\$51,963.00	0.0%	\$0.00	\$51,963.00	0.0%	\$0.00	\$51,963.00	0.0%	\$0.00	0.0%
Counseling Title III B	\$33,215.00	0.0%	\$0.00	\$33,215.00	0.0%	\$0.00	\$33,215.00	0.0%	\$0.00	\$33,215.00	0.0%	\$0.00	0.0%
	\$85,178.00	0	\$0.00	\$85,178.00	0.0%	\$0.00	\$85,178.00	0.0%	\$0.00	\$85,178.00	0.0%	\$0.00	0.0%
Total	\$860,210.51	0.251204662	\$51,869.25	\$808,341.26	6.0%	\$64,450.26	\$743,891.00	7.5%	\$99,769.38	\$644,121.62	11.6%	\$216,088.89	8.4%

Program and Performance Progress:

Unit: CaseMgmt	Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Unit: CaseMgmt	1,500	33.4%	185	1,315	12.3%	191	1,125	12.7%	127	998	8.4%	502	11.1%
Unit: CompAssmnt	400	34.0%	48	352	12.0%	57	296	14.1%	32	264	7.9%	136	11.3%
Unit: CongrMeal	30,121	25.4%	3,160	26,961	10.5%	2,072	24,889	6.9%	2,412	22,477	8.0%	7,644	8.5%
Unit: Counseling	11,813	31.3%	1,479	10,335	12.5%	1,113	9,222	9.4%	1,108	8,114	9.4%	3,699	10.4%
Unit: HDMealWkDay	54,000	28.2%	5,213	48,787	9.7%	5,069	43,718	9.4%	4,938	38,780	9.1%	15,220	9.4%
Unit: HDMealWkEnd	11,494	37.5%	1,360	10,134	11.8%	1,455	8,679	12.7%	1,500	7,179	13.1%	4,315	12.5%
Unit: HealthPro	11,295	31.4%	1,421	9,874	12.6%	1,059	8,815	9.4%	1,065	7,750	9.4%	3,545	10.5%
Unit: NutrCouns	280	25.5%	25	255	9.1%	28	227	9.8%	19	208	6.6%	72	8.5%
Unit: NutrEduc	2,089	34.5%	258	1,831	12.4%	248	1,583	11.9%	214	1,369	10.2%	720	11.5%
Unit: Rec/Soc	23,400	29.7%	2,734	20,666	11.7%	2,105	18,561	9.0%	2,102	16,459	9.0%	6,941	9.9%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:
Corrective Action:	Deficiencies:	Deficiencies:
Recommendations:	Recommendation:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	0
Budget & Finance	30%	30	8.37%
Program Progress	30%	30	10.4%
Site Visit	20%	0	0%

Total Score (Points): 80 / 100

Final Notes: Please write your overall evaluation of the site visit

Recommendation:

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			Compressed file in Project Director's office
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?			1	DCOA finance team responsibility
Financial	14	Were the accounting records readily available?			1	DCOA finance team responsibility
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?			1	DCOA finance team responsibility
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	DCOA finance team responsibility
Financial	17	Are participants' contributions recorded and expended for the program?			1	DCOA finance team responsibility
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	DCOA finance team responsibility
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?			1	DCOA finance team responsibility
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	DCOA finance team responsibility
Financial	21	Were written procurement policies and procedures readily available?			1	DCOA finance team responsibility
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	DCOA finance team responsibility
Financial	23	Were files maintained for all purchases?			1	DCOA finance team responsibility
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?			1	DCOA finance team responsibility
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			Electronic file
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?	1			
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			8	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			Reported in CSTARs
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			Calls/informed to follow DC public school closings and to follow voicemail by Terrific.
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			2-3 at each site and NCBA aides; 30-60 volunteers
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?	1			
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			19	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			As needed
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			Immediately
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			Daily/monthly
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:	1			
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			
			14	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			Within 5-7 days
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			Annually and as needed as assessed.
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	Meals prepared by Dutch Mills, no food is prepared on site

Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			Toured the Administrative office
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	No food is prepared on site
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?			1	No meals prepared at the meal sites
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			Requested for calendar of activities for each meal site as supporting documents
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			22		0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			Immediately
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			

Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:	-	-	-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?	1			
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;	1			
Home Delivered Meals	123	Are arrangements made for delivery of meals?	1			
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?	1			
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			According to Project Director

Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?	1			
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?	1			
			2	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?		1		Ensure program has a waitlist but according to the PD, DCOA ED is has been informed and a solution is pending.
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			

Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: <input type="text"/>			Date of last intake: <input type="text"/>
				Date of last nutrition screen: <input type="text"/>
				Date of medical clearance form: <input type="text"/>
				Date of last fitness waiver: <input type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied
Please rank your level of satisfaction with the quality of meals at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Name: _____	Verify Age: <input type="text"/>			Date of last intake: <input type="text"/>
				Date of last nutrition screen: <input type="text"/>
				Date of medical clearance form: <input type="text"/>
				Date of last fitness waiver: <input type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied
Please rank your level of satisfaction with the quality of meals at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist: YES / NO	
How many on list and explain:	<input style="width:100%;" type="text"/>
<input style="width:100%;" type="text"/>	
<input style="width:100%;" type="text"/>	
How long will it take to enroll those on the list:	<input style="width:100%;" type="text"/>
<input style="width:100%;" type="text"/>	
<input style="width:100%;" type="text"/>	

Please describe your outreach efforts
<input style="width:100%; height: 40px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>

Site Visit Notes:

Finding:
<input style="width:100%; height: 20px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>
Deficiencies:
<input style="width:100%; height: 20px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>
Corrective Actions Planned:
<input style="width:100%; height: 20px;" type="text"/>
<input style="width:100%; height: 20px;" type="text"/>

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	-	0	0	0
Administration And Reports	100%	4	0	4
Facility	100%	8	0	8
General Service Delivery	95%	20	1	21
Case Management	100%	15	0	15
Comprehensive Assessment	100%	9	0	9
Congregate Meal	100%	23	0	23
Counseling	100%	12	0	12
Health Promotion	100%	6	0	6
Home Delivered Meals	100%	5	0	5
Recreation Socialization	100%	6	0	6
Weekend Home Delivered Meals	100%	3	0	3
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	4	0	4
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	3			
Total Site Visit Score	101%	133	1	134

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: TERRIFIC, INC	Grant Period: FY18 10/1/17 - 9/30/18	Date of visit: 2/15/2018 - Q2
Grant Title: Lead Agency/ADRC Ward 4	Total Grant Amount: 891453	Total Score for the visit: 0 / 100
Grantee Address: 418 Missouri Ave. NW, Washington, DC 20011	Local/District Grant Amount: 775032.51	Grantee #: 0
Grant Monitor Name: Jennifer Adu	Federal Grant Amount: 85178	PO#: 573384

*Presite form: Please fill in data each month while processinging MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice MI CURT (page 40) Q & Y (page 59) Audit	January				February				March			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 15, 2018	February 15, 2018	February 15, 2018	0	March 15, 2018	March 14, 2018	March 14, 2018	-1	April 16, 2018	April 16, 2018	April 16, 2018	0	
February 20, 2018	February 27, 2018	February 28, 2018	8	March 20, 2018	March 27, 2018	March 28, 2018	8	April 20, 2018	April 20, 2018	April 23, 2018	3	
February 28, 2018	February 26, 2018	February 26, 2018	-2	March 30, 2018	March 22, 2018	March 22, 2018	-8	April 30, 2018	April 26, 2018	April 26, 2018	-4	
								April 20, 2018	April 20, 2018	April 20, 2018	0	
								March 30, 2018	April 2, 2018	April 2, 2018	3	

Finance and Budget Management:

Local/District Funds	January			February			March			QUARTER 2				
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel & Indirect	\$590,922.39	\$304,547.66	51.5%	\$46,286.65	\$370,987.98	7.8%	\$42,793.61	\$328,194.37	7.2%	\$41,819.64	\$286,374.73	7.1%	\$130,899.90	7.4%
Travel	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Occupancy	\$60,000.00	\$29,396.88	49.0%	\$4,980.00	\$40,203.12	8.3%	\$4,800.00	\$35,403.12	8.0%	\$4,800.00	\$30,603.12	8.0%	\$14,580.00	8.1%
Communication	\$17,500.00	\$8,011.87	45.8%	\$2,335.75	\$12,034.05	13.3%	\$982.43	\$11,051.62	5.6%	\$1,563.49	\$9,488.13	8.9%	\$4,881.67	9.3%
Supplies/Equipment	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Other Directs	\$47,517.92	\$13,060.48	27.5%	\$2,656.00	\$37,732.64	5.6%	\$2,156.80	\$35,575.84	4.5%	\$1,118.40	\$34,457.44	2.4%	\$5,931.20	4.2%
Indirect/Overhead	\$59,092.20	\$31,394.92	53.1%	\$4,628.67	\$37,098.76	7.8%	\$4,754.85	\$32,343.91	8.0%	\$4,646.63	\$27,697.28	7.9%	\$14,030.15	7.9%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
	\$ 775,032.51	\$386,411.81	49.9%	\$ 60,887.07	\$498,056.55	7.9%	\$ 55,487.69	\$442,568.86	7.2%	\$ 53,948.16	\$388,620.70	7.0%	\$ 170,322.92	7.3%

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
CareGiver Case Mgmt Title III E	\$51,963.00	\$20,494.91	39.4%	\$6,831.63	\$45,131.37	13.1%	\$6,831.64	\$38,299.73	13.1%	\$6,831.64	\$31,468.09	13.1%	\$20,494.91	13.1%
Counseling Title III B	\$33,215.00	\$10,389.12	31.3%	\$0.00	\$33,215.00	0.0%	\$5,194.56	\$28,020.44	15.6%	\$5,194.56	\$22,825.88	15.6%	\$10,389.12	10.4%
	\$ 85,178.00	\$30,884.03	36.3%	\$ 6,831.63	\$78,346.37	8.0%	\$ 12,026.20	\$66,320.17	14.1%	\$ 12,026.20	\$54,293.97	14.1%	\$ 30,884.03	12.1%

Total	\$860,210.51	\$417,295.84	0.482168598	\$67,718.70	\$576,402.92	16.2%	\$67,513.89	\$508,889.03	16.2%	\$65,974.36	\$442,914.67	15.8%	\$201,206.95	16.1%
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Program and Performance Progress:

Performance Objective	January			February			March			QUARTER 2		
	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Unit: CaseMgmt	1,500	1,000	67%	171	828	11.4%	167	661	11.2%	160	500	10.7%
Unit: CompAssmnt	400	287	72%	53	212	13.1%	39	173	9.8%	60	113	14.9%
Unit: CongrMeal	30,121	15,443	51%	2,406	20,071	8.0%	2,908	17,163	9.7%	2,485	14,678	8.3%
Unit: Counseling	11,813	6,884	58%	1,235	6,880	10.5%	1,363	5,517	11.5%	587	4,930	5.0%
Unit: HDMealWkDay	54,000	30,900	57%	5,867	32,913	10.9%	4,835	28,078	9.0%	4,978	23,100	9.2%
Unit: HDMealWkEnd	11,494	8,764	76%	1,459	5,720	12.7%	1,408	4,312	12.2%	1,582	2,730	13.8%
Unit: HealthPro	11,295	6,957	62%	1,216	6,534	10.8%	1,340	5,194	11.9%	856	4,338	7.6%
Unit: NutrCouns	280	167	60%	46	162	16.5%	26	136	9.3%	23	113	8.4%
Unit: NutrEduc	2,089	1,476	71%	260	1,109	12.4%	256	853	12.3%	240	613	11.5%
Unit: RecSoc	23,400	13,363	57%	2,325	14,134	9.9%	2,503	11,631	10.7%	1,594	10,037	6.8%
0	0	0	0%	0	0	0%	0	0	0%	0	0	0%
0	0	0	0%	0	0	0%	0	0	0%	0	0	0%

List of issues to address during the site visit: *list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.*

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	19	1
Budget & Finance	30%	30	16.07%
Program Progress	30%	0	0.0%

Average Day Reports submitted past due date
Average Burn Rate
Average Progress Rate

Total Score (Points): 0 / 80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: TERRIFIC, INC
 Grant Title: Lead Agency/ADRC Ward 4
 Grantee Address: 418 Missouri Ave. NW, Washington, DC 20011
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18 10/1/17 - 9/30/18
 Total Grant Amount: 891453
 Local/District Grant Amount: 775032.51
 Federal Grant Amount: 85178

Date of visit: 8/3/2018 - Q2
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 573384

Please form: Please fill in data each month while processing MT's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice	April				May				June			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
M1	May 15, 2018	May 15, 2018	May 15, 2018	0	June 15, 2018	June 15, 2018	June 15, 2018	0	July 13, 2018	July 13, 2018	July 13, 2018	0
CURT (page 40)	May 18, 2018	May 22, 2018	May 22, 2018	4	June 20, 2018	June 20, 2018	July 3, 2018	13	July 20, 2018	July 27, 2018	July 30, 2018	10
Q & Y (page 59)	May 31, 2018	May 18, 2018	May 18, 2018	-13	June 29, 2018	June 22, 2018	June 22, 2018	-7	July 31, 2018	July 24, 2018	July 24, 2018	-7
									July 20, 2018	July 20, 2018	July 20, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel & Indirect	\$590,922.39	\$427,310.29	72.3%	\$46,204.55	\$240,170.18	7.8%	\$40,581.89	\$199,588.29	6.9%	\$35,976.19	\$163,612.10	6.1%	\$122,762.63	6.9%
Travel	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Occupancy	\$60,000.00	\$43,796.88	73.0%	\$4,800.00	\$25,803.12	8.0%	\$4,800.00	\$21,003.12	8.0%	\$4,800.00	\$16,203.12	8.0%	\$14,400.00	8.0%
Communication	\$17,500.00	\$12,741.96	72.8%	\$1,369.59	\$8,118.54	7.8%	\$2,165.08	\$5,953.46	12.4%	\$1,195.42	\$4,758.04	6.8%	\$4,730.09	9.0%
Supplies/Equipment	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	#DIV/0!		
Other Directs	\$47,517.92	\$16,720.48	35.2%	\$120.00	\$34,337.44	0.3%	\$200.00	\$34,137.44	0.4%	\$3,340.00	\$30,797.44	7.0%	\$3,660.00	2.6%
Indirect/Overhead	\$59,092.20	\$44,907.50	76.0%	\$4,620.46	\$23,076.82	7.8%	\$4,058.19	\$19,018.63	6.9%	\$4,833.93	\$14,184.70	8.2%	\$13,512.58	7.6%
0	\$0.00	\$0.00	0.0%		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	0.0%		\$0.00			\$0.00			\$0.00			
0	\$0.00	\$0.00	0.0%		\$0.00			\$0.00			\$0.00			
	\$775,032.51	\$545,477.11	70.4%	\$57,114.60	\$331,506.10	7.4%	\$51,805.16	\$279,700.94	6.7%	\$50,145.54	\$229,555.40	6.5%	\$159,065.30	6.8%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
CareGiver Case Mgmt Title III E	\$51,963.00	\$21,542.43	41.5%	\$7,455.34	\$24,012.75	14.3%	\$6,916.46	\$17,096.29	13.3%	\$7,170.50	\$9,925.79	13.8%	\$21,542.30	13.8%
Counseling Title III B	\$33,215.00	\$16,202.60	48.8%	\$5,817.27	\$17,008.61	17.5%	\$5,192.58	\$11,816.03	15.6%	\$5,192.59	\$6,623.44	15.6%	\$16,202.44	16.3%
\$	85,178.00	\$37,744.88	0.0%	\$ 13,272.61	\$41,021.36	15.6%	\$ 12,109.04	\$28,912.32	14.2%	\$ 12,363.09	\$16,549.23	14.5%	\$ 37,744.74	14.8%
Total	\$860,210.51	\$583,221.99	33.7%	\$70,387.21	\$372,527.46	12.1%	\$63,914.20	\$308,613.26	11.0%	\$62,508.63	\$246,104.63	10.7%	\$196,810.04	11.2%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Unit: CaseMgmt	1,500	1,495	100%	161	339	10.8%	153	186	10.2%	182	5	12.1%	496	11.0%
Unit: CompAssmnt	400	449	112%	41	72	10.1%	61	11	15.3%	60	-49	15.0%	162	13.5%
Unit: ConerMeal	30,121	23,690	79%	2,611	12,067	8.7%	3,010	9,057	10.0%	2,626	6,431	8.7%	8,247	9.1%
Unit: Counseling	11,813	9,313	79%	654	4,276	5.5%	826	3,450	7.0%	950	2,501	8.0%	2,429	6.9%
Unit: HDMealWkDay	54,000	46,065	85%	5,209	17,891	9.6%	5,045	12,846	9.3%	4,911	7,935	9.1%	15,165	9.4%
Unit: HDMealWkEnd	11,494	13,131	114%	1,461	1,269	12.7%	1,414	-145	12.3%	1,492	-1,637	13.0%	4,367	12.7%
Unit: HealthPro	11,295	9,409	83%	639	3,699	5.7%	902	2,797	8.0%	911	1,886	8.1%	2,452	7.2%
Unit: NutrCours	280	242	86%	24	89	8.6%	24	65	8.6%	27	38	9.5%	75	8.9%
Unit: NutrEduc	2,089	2,342	112%	280	333	13.4%	342	-9	16.4%	244	-253	11.7%	866	13.8%
Unit: Rec/Soc	23,400	17,929	77%	1,099	8,938	4.7%	1,412	7,526	6.0%	2,055	5,471	8.8%	4,566	6.5%
0	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0%
0	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0%
0	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress:
Findings:	Findings:	Findings:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card	Assigned Weight	Raw Score (Points)
Reporting	20%	0

Average Day Reports submitted past due date

Budget & Finance	30%	30	11.25%	Average Burn Rate
Program Progress	30%	30	9.9%	Average Progress Rate

Total Score (Points):

0

 / 80

Final Notes: Please write your overall evaluation of the site visit

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

KEY:

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: TERRIFIC, INC
 Grant Title: Lead Agency/ADRC Ward 4
 Grantee Address: 418 Missouri Ave. NW, Washington, DC 20011
 Grant Monitor Name: Jennifer Adu

Grant Period: FY18 10/1/17 - 9/30/18
 Total Grant Amount: 891453
 Local/District Grant Amount: 775032.51
 Federal Grant Amount: 85178

Date of visit: _____
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: 573384

*Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice M1 CURT (page 40) Q & Y (page 59)	July				August				September			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	August 15, 2018	August 13, 2018	August 13, 2018	-2	September 14, 2018	September 14, 2018	September 14, 2018	0	October 10, 2018	October 10, 2018	October 10, 2018	0
	August 21, 2018	August 21, 2018	August 22, 2018	1	September 20, 2018	September 17, 2018	September 18, 2018	-2	October 12, 2018	October 2, 2018	October 10, 2018	-2
	August 31, 2018	August 21, 2018	August 21, 2018	-10	September 28, 2018	September 19, 2018	September 19, 2018	-9	October 10, 2018	October 4, 2018	October 4, 2018	-6
									October 10, 2018	October 10, 2018	October 10, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel & Indirect	\$590,922.39	\$581,898.77	98.5%	\$38,104.10	\$163,612.10	6.4%	\$64,399.50	\$99,212.60	10.9%	\$52,084.88	\$0.00	8.8%	\$154,588.48	8.7%
Travel	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	#DIV/0!	\$0.00	
Occupancy	\$60,000.00	\$60,000.00	100.0%	\$5,621.00	\$14,833.53	9.4%	\$5,146.00	\$9,687.53	8.6%	\$5,436.12	\$4,251.41	9.1%	\$16,203.12	9.0%
Communication	\$17,500.00	\$17,500.00	100.0%	\$1,466.55	\$4,758.04	8.4%	\$947.00	\$3,811.04	5.4%	\$2,344.49	\$1,466.55	13.4%	\$4,758.04	9.1%
Supplies/Equipment	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	#DIV/0!	\$0.00	
Other Directs	\$47,517.92	\$47,517.92	100.0%	\$10,064.00	\$26,176.98	21.2%	\$7,821.07	\$18,355.91	16.5%	\$12,912.37	\$5,443.54	27.2%	\$30,797.44	21.6%
Indirect/Overhead	\$59,092.20	\$61,543.71	104.1%	\$3,810.41	\$14,184.70	6.4%	\$7,155.50	\$7,029.20	12.1%	\$5,670.30	\$1,358.90	9.6%	\$16,636.21	9.4%
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	
0	\$0.00	\$0.00	0.0%	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	
	\$775,032.51	\$768,460.40	99.2%	\$59,066.06	\$166,450.75	7.6%	\$85,469.07	\$80,981.68	11.0%	\$78,448.16	\$0.00	10.1%	\$222,983.29	9.6%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
CareGiver Case Mgmt Title III E	\$51,963.00	\$30,420.71	58.5%	\$7,170.48	\$23,250.09	13.8%	\$3,030.84	\$20,219.25	5.8%	\$20,219.25	\$0.00	38.9%	\$30,420.57	19.5%
Counseling Title III B	\$33,215.00	\$17,012.56	51.2%	\$5,192.57	\$11,819.83	15.6%	\$1,573.96	\$10,245.87	4.7%	\$10,245.87	\$0.00	30.8%	\$17,012.40	17.1%
	\$ 85,178.00	\$47,433.12	55.7%	\$ 12,363.05	\$35,069.92	14.5%	\$ 4,604.80	\$30,465.12	5.4%	\$ 30,465.12	\$0.00	35.8%	\$ 47,432.97	18.6%
Total	\$860,210.51	\$815,893.52	33.1%	\$71,429.11	\$201,520.67	8.8%	\$90,073.87	\$111,446.80	11.0%	\$108,913.28	\$0.00	13.3%	\$270,416.26	11.0%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Unit: CaseMgmt	1,500	1,943	130%	171	841	11.4%	130	711	8.6%	147	564	9.8%	447	9.9%
Unit: CompAssmnt	400	575	144%	54	-468	13.4%	39	-507	9.8%	34	-541	8.5%	127	10.5%
Unit: CongrMeal	30,121	31,350	104%	1,989	11,950	6.6%	3,017	8,933	10.0%	2,654	6,279	8.8%	7,660	8.5%
Unit: Counseling	11,813	12,054	102%	745	-2,190	6.3%	1,009	-3,199	8.5%	988	-4,186	8.4%	2,742	7.7%
Unit: HDMealWkDay	54,000	62,059	115%	4,895	14,561	9.1%	5,243	9,318	9.7%	5,856	3,462	10.8%	15,994	9.9%
Unit: HDMealWkEnd	11,494	17,282	150%	1,346	-13,888	11.7%	1,404	-15,292	12.2%	1,401	-16,693	12.2%	4,151	12.0%
Unit: HealthPro	11,295	11,996	106%	697	419	6.2%	957	-538	8.5%	933	-1,471	8.3%	2,587	7.6%
Unit: NutrCouns	280	285	102%	0	38	0.0%	22	16	7.9%	21	-5	7.5%	43	5.1%
Unit: NutrEduc	2,089	2,589	124%	50	345	2.4%	95	250	4.5%	102	148	4.9%	247	3.9%
Unit: Rec/Soc	23,400	23,310	100%	1,369	10,323	5.9%	1,867	8,456	8.0%	2,145	6,311	9.2%	5,381	7.7%
0	0	0	0%	0	0		0	0		0	0		0	
0	0	0	0%	0	0		0	0		0	0		0	
0	0	0	0%	0	0		0	0		0	0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Corrective Action Planned:	Corrective Actions Planned:	Corrective Action Planned:
Recommendations:		

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	0
Budget & Finance	30%	30	11.05%
Program Progress	30%	0	0.0%
Site Visit	20%	0	0%
			Average Day Reports submitted past due date
			Average Burn Rate
			Average Progress Rate
			Total Site Visit Score

Total Score (Points): /100

Final Notes: Please write your overall evaluation of the site visit

Findings:

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			Compressed file in Project Director's office
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
			12	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?			1	DCOA finance team responsibility
Financial	14	Were the accounting records readily available?			1	DCOA finance team responsibility
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?			1	DCOA finance team responsibility
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	DCOA finance team responsibility
Financial	17	Are participants' contributions recorded and expended for the program?			1	DCOA finance team responsibility
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	DCOA finance team responsibility
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?			1	DCOA finance team responsibility
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	DCOA finance team responsibility
Financial	21	Were written procurement policies and procedures readily available?			1	DCOA finance team responsibility
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	DCOA finance team responsibility
Financial	23	Were files maintained for all purchases?			1	DCOA finance team responsibility
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?			1	DCOA finance team responsibility
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			Electronic file
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			4	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?	1			
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			8	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?	1			
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			Reported in CSTARS
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			Calls/informed to follow DC public school closings and to follow voicemail by Terrific.
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			2-3 at each site and NCBA aides; 30-60 volunteers
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			

General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?	1			
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			19	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?	1			As needed
Case Management	57	Does the agency assess the need for and initiate protective arrangements?	1			Immediately
Case Management	58	Does the agency participate as a member of the participant's plan of care team?	1			
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?	1			
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?	1			
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?	1			
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?	1			Daily/monthly
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?	1			
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?	1			
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?	1			
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:	1			
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			

Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?	1			
			14	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			Within 5-7 days
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			Annually and as needed as assessed.
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?	1			
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?	1			
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?	1			
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.	1			
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?	1			
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?	1			

Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?	1			
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?	1			
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?	1			
Congregate Meal	88	Are meals served as planned and delivered?	1			
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	Meals prepared by Dutch Mills, no food is prepared on site
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?	1			Toured the Administrative office
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	No food is prepared on site
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?			1	No meals prepared at the meal sites
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?	1			
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?	1			
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?	1			Requested for calendar of activities for each meal site as supporting documents
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?	1			
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?	1			
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?	1			
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?	1			
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?	1			
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?	1			
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?	1			
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?	1			
			22	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			Immediately
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?	1			
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:	-	-	-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			11	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?	1			

Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;	1			
Home Delivered Meals	123	Are arrangements made for delivery of meals?	1			
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?	1			
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			According to Project Director
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?	1			
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?	1			
			2	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			

Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A	Verify Age: <input style="width: 40px;" type="text"/>				Date of last intake: <input style="width: 40px;" type="text"/>
					Date of last nutrition screen: <input style="width: 40px;" type="text"/>
					Date of medical clearance form: <input style="width: 40px;" type="text"/>
					Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>

Name: N/A	Verify Age: <input style="width: 40px;" type="text"/>				Date of last intake: <input style="width: 40px;" type="text"/>
					Date of last nutrition screen: <input style="width: 40px;" type="text"/>
					Date of medical clearance form: <input style="width: 40px;" type="text"/>
					Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain: None.	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
How long will it take to enroll those on the list:	
<input style="width: 100%; height: 20px;" type="text"/>	

Please describe your outreach efforts
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>

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Site Visit Notes:

Finding: None.
Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	12	0	12
Financial	#DIV/0!	0	0	0
Administration And Reports	100%	4	0	4
Facility	100%	8	0	8
General Service Delivery	100%	21	0	21
Case Management	100%	15	0	15
Comprehensive Assessment	100%	9	0	9
Congregate Meal	100%	23	0	23
Counseling	100%	12	0	12
Health Promotion	100%	6	0	6
Home Delivered Meals	100%	5	0	5
Recreation Socialization	100%	6	0	6
Weekend Home Delivered Meals	100%	3	0	3
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	4	0	4
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	3			
Total Site Visit Score	102%	134	0	134

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: UDC
 Grant Title: Respite Aide - Bodywise
 Grantee Address: 4200 Connecticut Ave NW
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: \$150,000
 Local/District Grant Amount: \$0
 Federal Grant Amount: \$0

Date of visit: 1/15/2018
 Total Score for the visit: 70 / 100
 Grantee #: _____
 PO#: PO573377

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	November 15, 2017	November 24, 2017	November 24, 2017		December 15, 2017	December 30, 2017	December 30, 2017		January 16, 2018	January 24, 2018	January 24, 2018	
M1	November 20, 2017	November 24, 2017	November 24, 2017	4	December 20, 2017	December 30, 2017	December 30, 2017	10	January 20, 2018	January 24, 2018	January 24, 2018	4
CURT (page 40) Q & Y (page 59)	November 30, 2017	November 24, 2017	November 24, 2017	-6	December 30, 2017	December 30, 2017	December 30, 2017	0	January 31, 2018	January 24, 2018	January 24, 2018	-7

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Bo	\$150,000.00		\$3,584.26	\$146,415.74	2.4%	\$5,022.23	\$141,393.51	11.4%	\$8,281.96	\$133,111.55	22.0%	\$16,888.45	11.3%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00					\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	5.4%	\$0.00	#DIV/0!
	\$0.00					\$0.00			\$0.00	\$0.00		\$0.00	
Total	\$150,000.00		\$3,584.26	\$146,415.74	2.4%	\$5,022.23	\$141,393.51	3.3%	\$8,281.96	\$133,111.55	5.5%	\$16,888.45	11.3%

Program and Performance Progress:

	Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Respite Aide Hours	38,420	15.5%	3,591	34,829	9.3%	1,542	33,287	4.0%	820	32,467	2.1%	5,953	5.2%
Bodywise Classes	10,965	31.1%	2,505	8,460	22.8%	498	7,962	4.5%	402	7,560	3.7%	3,405	10.4%
		#DIV/0!		0			0		0	0	#DIV/0!	0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding: <i>October's M1; CURT; CSTAR reports have all been submitted and processed</i>	Finding: <i>Current funding allocated for Nutritionist position requires reallocation</i>	Finding: <i>On target with performance goals and objectives</i>
Deficiencies: <i>CURT reports have been late each month for the 1st quarter</i>	Deficiencies:	Deficiencies:
Corrective Actions Planned: <i>Provide PD with advance notification regarding deadline for submission</i>	Corrective Actions Planned:	Corrective Actions Planned:

Score Card	Assigned Weight	Raw Score (Points)	
Reporting	20%	5	Average Day Reports submitted past due date
Budget & Finance	30%	30	Average Burn Rate
Program Progress	30%	15	Average Progress Rate
Site Visit	20%	20	Total Site Visit Score

Total Score (Points): 70 /100

Final Notes: Please write your overall evaluation of the site visit

My overall evaluation site visit to Hattie Holmes Senior Wellness Center was very informative. The Project Director informed me of the new outreach opportunities provided to the senior member this fiscal year. The additional support providing on behalf of the volunteer nutritionist during staff vacancy

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?		1		Nutritionist position vacant since 2/16/2018. Mary's Center has conduct interviews and have a potential candidate for the position
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?		1		During Site Visit it was discovered the Nutritionist did not possess valid licensure
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			AED Training, 10/17/2017, Data Collection 11/17/2017, Untold Research 12/15/2017
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			Nutritionist did not possess valid Nutritionist/ Dietician license. Expired certifications
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			Program Director is required to submit a
Financial	21	Were written procurement policies and procedures readily available?	1			
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	
Financial	23	Were files maintained for all purchases?	1			Contractors and program staff supply receipts were made available upon request
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Staff and consultants Timesheets, invoices and proof of payments were recorded and locked in file cabinet
Administration And Reports	28	Is it used?	1			
			1	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?		1		Soiled carpet throughout center. Unsecure doors in rear of facility

Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			Mary's Center requires staff to attend and acknowledge drug safety rules and regulation. Staff are randomly drug tested. Annual certification in personnel files
Facility	34	Crime reduction hot spot plan is implemented?		1		
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			Shelter in place and evacuation signs posted throughout the center
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?			0	Located at Mary's Center Headquarter
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Program and Service Satisfaction surveys conducted semi-annual in the months of March & September for Performance Goals and Outcome Measures
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			

General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			10 active volunteers & 40 volunteer hours for 1st quarter.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			Volunteers are screened annually
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			Staff members refer clients to Ward 4 Lead Agency and Mary's Center for additional resources
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			During orientation, Hattie Holmes staff access new members and provide a comprehensive plan while attending the center
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			Project Director discloses Participants contributions on a quarterly basis at members assembly meetings as well as the center calendar
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?			1	
Case Management	57	Does the agency assess the need for and initiate protective arrangements?			1	
Case Management	58	Does the agency participate as a member of the participant's plan of care team?			1	
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?			1	
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?			1	
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?			1	
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?			1	
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?			1	
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?			1	
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?			1	
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:			1	
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?			1	
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?			1	
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?			1	
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			A social worker from Mary's Center is onsite at the center twice a week

Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			Members are required to be re-assessed annually
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?			1	
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?			1	
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?			1	
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.			1	
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?			1	
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?			1	
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?			1	
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?			1	
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?			1	
Congregate Meal	88	Are meals served as planned and delivered?			1	
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?			1	

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?			1	
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?			1	
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?			1	
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?			1	
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?			1	
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?			1	
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?			1	
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?			1	
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?			1	
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?			1	
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?			1	
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			

Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			Staff informs members that a social worker is available upon request
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			Staff refer member or family member to the Lead Agency
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?		1		A strong recommendation was provided in Site Visit report
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			The center have inspirational sessions, how to detect depression sessions, Meal Planning, Lifestyle changes
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			10	1		

#VALUE!

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			Calendars are available at the beginning of each month
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	1	-	-	The Project Director will provide the Grant Monitor with an incident report and reach out to the lead agency for intervention
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			Nutritional Education sessions are held weekly
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			Nutritional information is distributed and available at the information station
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: Thomas Hanver Verify Age:

Date of last intake:
 Date of last nutrition screen:
 Date of medical clearance form:
 Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					Member indicated that he does not eat lunch at the center
Please rank your level of satisfaction with the delivery of meals at this facility			X		
Please rank your level of satisfaction with the quality of program activities at this facility	X				
Please rank your level of satisfaction with the delivery of program activities at this facility	X				

Name: Barbara Jenkins Verify Age:

Date of last intake:
 Date of last nutrition screen:
 Date of medical clearance form:
 Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility		X			
Please rank your level of satisfaction with the delivery of meals at this facility		X			
Please rank your level of satisfaction with the quality of program activities at this facility	X				
Please rank your level of satisfaction with the delivery of program activities at this facility	X				

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist: YES / NO

How many on list and explain:

N/A

How long will it take to enroll those on the list:

NA

Please describe your outreach efforts

Site Visit Notes:

Finding:

Deficiencies:

Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	11	0	11
Financial	69%	9	0	13
Administration And Reports	100%	4	0	4
Facility	88%	7	2	8
General Service Delivery	95%	18	0	19
Case Management	100%	1	0	1
Comprehensive Assessment	0%	0	0	0
Congregate Meal	0%	0	0	0
Counseling	90%	9	1	10
Health Promotion	100%	6	0	6
Home Delivered Meals	0%	0	0	0
Recreation Socialization	100%	4	0	4
Weekend Home Delivered Meals	0%	0	0	0
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	3	0	3
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor				
Total Site Visit Score	92%	78	3	85

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: UDC
 Grant Title: Respite Aide Bodywise
 Grantee Address: 4200 Connecticut Ave
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 150,000
 Local/District Grant Amount: 0
 Federal Grant Amount: 0

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573377

*Presite form: Please fill in data each month while processinging M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)
 Audit

January				February				March			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 15, 2018	February 15, 2018	February 15, 2018		March 15, 2018	March 15, 2018	March 15, 2018		April 14, 2018	April 14, 2018	April 14, 2018	0
February 20, 2018	February 20, 2018	February 20, 2018		March 20, 2018	March 20, 2018	March 20, 2018		April 20, 2018	April 20, 2018	April 20, 2018	0
February 28, 2018	February 28, 2018	February 28, 2018		March 31, 2018	March 31, 2018	March 31, 2018		April 28, 2018	April 28, 2018	April 28, 2018	0
								April 20, 2018	April 20, 2018	April 20, 2018	0
								March 30, 2018	March 30, 2018	March 30, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	January			February			March			QUARTER 2	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Respite Aide / Bodywise	\$150,000.00	\$16,888.45	11.3%	\$4,785.15	\$128,326.40	14.4%	\$12,743.52	\$115,582.88	22.9%	\$6,411.28	\$109,171.60	27.2%	\$40,828.40	21.5%
		\$0.00												
Total	\$150,000.00	\$16,888.45	11%	\$4,785.15	\$128,326.40	14.4%	\$12,743.52	\$115,582.88	22.9%	\$6,411.28	\$109,171.60	27.2%	\$40,828.40	21.5%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	January			February			March			QUARTER 2		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Respite Aide Hours	38,420	5,953	15%	0	32,467	0.0%	0	32,467	0.0%	0	32,467	0.0%	0	0.0%
Bodywise Classes	10,965	3,405	31%	0	7,560	0.0%	0	7,560	0.0%	0	7,560	0.0%	0	0.0%
	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	21.54%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): 50 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: UDC
 Grant Title: Respite Aide - Bodywise
 Grantee Address: 4200 Connecticut Ave NW
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 360793
 Local/District Grant Amount: 344351
 Federal Grant Amount: 16442

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573377

*Presite form: Please fill in data each month while processsing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018	May 15, 2018	May 15, 2018	0	June 15, 2018	June 15, 2018	June 15, 2018	0	July 14, 2018	July 14, 2018	July 14, 2018	0
May 19, 2018	May 19, 2018	May 19, 2018	0	June 20, 2018	June 20, 2018	June 20, 2018	0	July 20, 2018	July 20, 2018	July 20, 2018	0
May 31, 2018	May 31, 2018	May 31, 2018	0	June 30, 2018	June 30, 2018	June 30, 2018	0	July 30, 2018	July 30, 2018	July 30, 2018	0
								July 20, 2018	July 20, 2018	July 20, 2018	0

Finance and Budget Management:

Local/District Funds	April			May			June			QUARTER 3				
	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate			
Senior Services	\$150,000.00	\$40,828.40	27.2%	\$12,651.65	\$96,519.95	35.7%	\$11,710.83	\$84,809.12	43.5%	\$13,427.35	\$71,381.77	52.4%	\$78,618.23	
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	
	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$ -	\$0.00			\$0.00		\$0.00	
Total	\$150,000.00	\$40,828.40	27.2%	\$12,651.65	\$96,519.95	35.7%	\$11,710.83	\$84,809.12	43.5%	\$13,427.35	\$71,381.77	52.4%	\$78,618.23	43.8%

Program and Performance Progress:

Performance Objective	April			May			June			QUARTER 3	
	YTD Reported	YTD Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Average Progress Rate
Respite Aide Hours	38,420	15%	0	32,467	0.0%	0	32,467	0.0%	0	32,467	0.0%
Bodywise Classes	10,965	31%	0	7,560	0.0%	0	7,560	0.0%	0	7,560	0.0%
	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	43.84%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): 50 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: UDC
 Grant Title: Respite Aide/ Bodywise Program
 Grantee Address: 4200 Connecticut Ave NW
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 150,000
 Local/District Grant Amount: 150,000
 Federal Grant Amount: _____

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573377

*Presite form: Please fill in data each month while processing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018	August 15, 2018	August 15, 2018	0	September 15, 2018	September 15, 2018	September 15, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 21, 2018	August 21, 2018	August 21, 2018		September 20, 2018	September 20, 2018	September 20, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 30, 2018	August 30, 2018	August 30, 2018	0	September 30, 2018	September 30, 2018	September 30, 2018	0	October 31, 2018	October 31, 2018	October 31, 2018	0
								October 15, 2018	October 15, 2018	October 15, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Respite Aide/ Bodywise	\$150,000.00	\$78,618.23	52.4%	\$10,137.10	\$61,244.67	59.2%	\$18,844.72	\$42,399.95	71.7%	\$42,297.34	\$102.61	99.9%	\$149,897.39	76.9%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$0.00	
Total	\$150,000.00	\$78,618.23	52.4%	\$10,137.10	\$61,244.67	59.2%	\$18,844.72	\$42,399.95	71.7%	\$42,297.34	\$102.61		\$0.00	65.5%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Respite Aide Hours	38,420	5,953	15%	0	38,420	0.0%	0	38,420	0.0%	0	38,420	0.0%	0	0.0%
Bodywise Classes	10,965	3,405	31%	0	5,012	0.0%	0	5,012	0.0%	0	5,012	0.0%	0	0.0%
	0	0	#DIV/0!	0	-3,405	#DIV/0!	0	-3,405	#DIV/0!	0	-3,405	#DIV/0!	0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	0
Budget & Finance	30%	30	65.45%
Program Progress	30%	0	0.0%
Site Visit	20%	#DIV/0!	#DIV/0!

Average Day Reports submitted past due date
 Average Burn Rate
 Average Progress Rate
 Total Site Visit Score

Total Score (Points): #DIV/0! /100

Final Notes: Please write your overall evaluation of the site visit

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

KEY:

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?			1	Ask Ann Richardson
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				

Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				

General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				

Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				

0 0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				

Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:			-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?			1	
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;			1	
Home Delivered Meals	123	Are arrangements made for delivery of meals?			1	
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?			1	
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:		-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

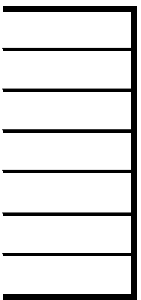
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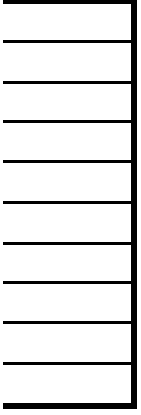
Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Case Management	#DIV/0!	0
Comprehensive Assessment	#DIV/0!	0
Congregate Meal	#DIV/0!	0
Counseling	#DIV/0!	0
Health Promotion	#DIV/0!	0
Home Delivered Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Weekend Home Delivered Meals	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	#DIV/0!	0

ite Visit Notes:

Non-Compliance	TOTAL Questions
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
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**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: Congress Heights SWC
 Grant Title: Congress Heights SWC
 Grantee Address: 3500 Martin Luther King Jr. Ave SE
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: \$310,047
 Local/District Grant Amount: \$293,065
 Federal Grant Amount: \$16,442

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee # 0
 PO# PO573383

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	November 15, 2017	November 24, 2017	November 24, 2017	9	December 15, 2017	December 30, 2017	December 30, 2017	15	January 16, 2018	January 24, 2018	January 24, 2018	8
M1	November 20, 2017	November 24, 2017	November 24, 2017	4	December 20, 2017	December 30, 2017	December 30, 2017	10	January 20, 2018	January 24, 2018	January 24, 2018	4
CURT (page 40) Q & Y (page 59)	November 30, 2017	November 24, 2017	November 24, 2017	-6	December 30, 2017	December 30, 2017	December 30, 2017	0	January 31, 2018	January 24, 2018	January 24, 2018	-7

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion/Title IID	\$310,047.00		\$32,293.83	\$277,753.17	10.4%	\$20,465.79	\$257,287.38	11.4%	\$21,710.76	\$235,576.62	22.0%	\$74,470.38	24.0%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00					\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	5.4%	\$0.00	#DIV/0!
	\$0.00					\$0.00			\$0.00	\$0.00		\$0.00	
Total	\$310,047.00		\$32,293.83	\$277,753.17	10.4%	\$20,465.79	\$257,287.38	6.6%	\$21,710.76	\$235,576.62	7.0%	\$74,470.38	24.0%

Program and Performance Progress:

	Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Health & Wellness	15,061	36.9%	5,554	9,507	36.9%	0	9,507	0.0%	0	9,507	0.0%	5,554	12.3%
Evidence Based	7,468	45.6%	2,505	4,963	33.5%	498	4,465	6.7%	402	4,063	5.4%	3,405	15.2%
Nutrition	2,569	55.5%	1,138	1,431	44.3%	289	1,142	11.2%	0	1,142	0.0%	1,427	18.5%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding: <i>October's M1; CURT; CSTAR reports have all been submitted and processed</i>	Finding: <i>Current funding allocated for Nutritionist position requires reallocation</i>	Finding: <i>On target with performance goals and objectives</i>
Deficiencies: <i>CURT reports have been late each month for the 1st quarter</i>	Deficiencies:	Deficiencies:
Corrective Actions Planned: <i>Provide PD with advance notification regarding deadline for submission</i>	Corrective Actions Planned:	Corrective Actions Planned:

Score Card	Assigned Weight	Raw Score (Points)	
Reporting	20%	5	Average Day Reports submitted past due date
Budget & Finance	30%	30	Average Burn Rate
Program Progress	30%	15	Average Progress Rate
Site Visit	20%	20	Total Site Visit Score

Total Score (Points): 70 /100

Final Notes: Please write your overall evaluation of the site visit

My overall evaluation site visit to Hattie Holmes Senior Wellness Center was very informative. The Project Director informed me of the new outreach opportunities provided to the senior member this fiscal year. The additional support providing on behalf of the volunteer nutritionist during staff vacancy

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?		1		Nutritionist position vacant since 2/16/2018. Mary's Center has conduct interviews and have a potential candidate for the position
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?		1		During Site Visit it was discovered the Nutritionist did not possess valid licensure
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			AED Training, 10/17/2017, Data Collection 11/17/2017, Untold Research 12/15/2017
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			Nutritionist did not possess valid Nutritionist/ Dietician license. Expired certifications
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			Program Director is required to submit a
Financial	21	Were written procurement policies and procedures readily available?	1			
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	
Financial	23	Were files maintained for all purchases?	1			Contractors and program staff supply receipts were made available upon request
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Staff and consultants Timesheets, invoices and proof of payments were recorded and locked in file cabinet
Administration And Reports	28	Is it used?	1			
			1	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?		1		Soiled carpet throughout center. Unsecure doors in rear of facility

Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			Mary's Center requires staff to attend and acknowledge drug safety rules and regulation. Staff are randomly drug tested. Annual certification in personnel files
Facility	34	Crime reduction hot spot plan is implemented?		1		
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			Shelter in place and evacuation signs posted throughout the center
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?			0	Located at Mary's Center Headquarter
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Program and Service Satisfaction surveys conducted semi-annual in the months of March & September for Performance Goals and Outcome Measures
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			

General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			10 active volunteers & 40 volunteer hours for 1st quarter.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			Volunteers are screened annually
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			Staff members refer clients to Ward 4 Lead Agency and Mary's Center for additional resources
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			During orientation, Hattie Holmes staff access new members and provide a comprehensive plan while attending the center
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			Project Director discloses Participants contributions on a quarterly basis at members assembly meetings as well as the center calendar
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?			1	
Case Management	57	Does the agency assess the need for and initiate protective arrangements?			1	
Case Management	58	Does the agency participate as a member of the participant's plan of care team?			1	
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?			1	
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?			1	
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?			1	
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?			1	
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?			1	
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?			1	
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?			1	
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:			1	
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?			1	
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?			1	
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?			1	
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			A social worker from Mary's Center is onsite at the center twice a week

Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			Members are required to be re-assessed annually
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?			1	
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?			1	
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?			1	
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.			1	
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?			1	
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?			1	
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?			1	
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?			1	
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?			1	
Congregate Meal	88	Are meals served as planned and delivered?			1	
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?			1	

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?			1	
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?			1	
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?			1	
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?			1	
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?			1	
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?			1	
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?			1	
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?			1	
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?			1	
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?			1	
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?			1	
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			

Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			Staff informs members that a social worker is available upon request
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			Staff refer member or family member to the Lead Agency
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?		1		A strong recommendation was provided in Site Visit report
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			The center have inspirational sessions, how to detect depression sessions, Meal Planning, Lifestyle changes
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			10	1		

#VALUE!

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			Calendars are available at the beginning of each month
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	1	-	-	The Project Director will provide the Grant Monitor with an incident report and reach out to the lead agency for intervention
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			Nutritional Education sessions are held weekly
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			Nutritional information is distributed and available at the information station
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: Thomas Hanver	Verify Age: <input type="text" value="75"/>	Date of last intake: <input type="text" value="11/8/2017"/>			
		Date of last nutrition screen: <input type="text" value="11/8/2017"/>			
		Date of medical clearance form: <input type="text" value="11/8/2017"/>			
		Date of last fitness waiver: <input type="text" value="11/8/2017"/>			
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					Member indicated that he does not eat lunch at the center
Please rank your level of satisfaction with the delivery of meals at this facility			X		
Please rank your level of satisfaction with the quality of program activities at this facility	X				
Please rank your level of satisfaction with the delivery of program activities at this facility	X				

Name: Barbara Jenkins	Verify Age: <input type="text" value="82"/>	Date of last intake: <input type="text" value="3/11/2017"/>			
		Date of last nutrition screen: <input type="text" value="3/11/2017"/>			
		Date of medical clearance form: <input type="text" value="3/11/2017"/>			
		Date of last fitness waiver: <input type="text" value="3/11/2017"/>			
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility		X			
Please rank your level of satisfaction with the delivery of meals at this facility		X			
Please rank your level of satisfaction with the quality of program activities at this facility	X				
Please rank your level of satisfaction with the delivery of program activities at this facility	X				

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
N/A	
How long will it take to enroll those on the list:	
NA	

Please describe your outreach efforts

Site Visit Notes:

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	11	0	11
Financial	69%	9	0	13
Administration And Reports	100%	4	0	4
Facility	88%	7	2	8
General Service Delivery	95%	18	0	19
Case Management	100%	1	0	1
Comprehensive Assessment	0%	0	0	0
Congregate Meal	0%	0	0	0
Counseling	90%	9	1	10
Health Promotion	100%	6	0	6
Home Delivered Meals	0%	0	0	0
Recreation Socialization	100%	4	0	4
Weekend Home Delivered Meals	0%	0	0	0
Nutrition Counseling	100%	6	0	6
Nutrition Education	100%	3	0	3
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor				
Total Site Visit Score	92%	78	3	85

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: Congress Heights SWC
 Grant Title: Congress Heights SWC
 Grantee Address: Martin Luther King Jr. Ave SE
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 310,047
 Local/District Grant Amount: 293,065
 Federal Grant Amount: 16442

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573383

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)
 Audit

January				February				March			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 15, 2018	February 15, 2018	February 15, 2018		March 15, 2018	March 15, 2018	March 15, 2018		April 14, 2018	April 14, 2018	April 14, 2018	0
February 20, 2018	February 20, 2018	February 20, 2018		March 20, 2018	March 20, 2018	March 20, 2018		April 20, 2018	April 20, 2018	April 20, 2018	0
February 28, 2018	February 28, 2018	February 28, 2018		March 31, 2018	March 31, 2018	March 31, 2018		April 28, 2018	April 28, 2018	April 28, 2018	0
								April 20, 2018	April 20, 2018	April 20, 2018	0
								March 30, 2018	March 30, 2018	March 30, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	January			February			March			QUARTER 2	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion/Disease Prevention	\$310,047.00	\$74,470.38	22.0%	\$16,178.07	\$219,398.55	29.2%	\$22,547.84	\$196,850.71	36.5%	\$42,646.81	\$154,203.90	50.3%	\$155,843.10	38.7%
		\$0.00												
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	
Total	\$310,047.00	\$74,470.38	24%	\$16,178.07	\$219,398.55	29.2%	\$22,547.84	\$196,850.71	36.5%	\$42,646.81	\$154,203.90	50.3%	\$155,843.10	38.7%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	January			February			March			QUARTER 2		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	9,507	0.0%	0	9,507	0.0%	0	9,507	0.0%	0	0.0%
Evidence Based	7,468	3,405	46%	0	4,063	0.0%	0	4,063	0.0%	0	4,063	0.0%	0	0.0%
Nutrition	2,569	1,427	56%	0	1,142	0.0%	0	1,142	0.0%	0	1,142	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	38.67%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): 50 /80

Final Notes: *Please write your overall evaluation of the site visit*

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: Congress Heights SWC
 Grant Title: Congress Heights SWC
 Grantee Address: artin Luther King Jr. Ave SE
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 310,047
 Local/District Grant Amount: 293,065
 Federal Grant Amount: 16442

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573383

*Presite form: Please fill in data each month while processsing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018	May 15, 2018	May 15, 2018	0	June 15, 2018	June 15, 2018	June 15, 2018	0	July 14, 2018	July 14, 2018	July 14, 2018	0
May 19, 2018	May 19, 2018	May 19, 2018	0	June 20, 2018	June 20, 2018	June 20, 2018	0	July 20, 2018	July 20, 2018	July 20, 2018	0
May 31, 2018	May 31, 2018	May 31, 2018	0	June 30, 2018	June 30, 2018	June 30, 2018	0	July 30, 2018	July 30, 2018	July 30, 2018	0
								July 20, 2018	July 20, 2018	July 20, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Senior Services	\$310,047.00	\$155,843.10	36.7%	\$25,320.37	\$128,883.53	58.4%	\$25,320.37	\$103,563.16	66.6%	\$29,975.37	\$73,587.79	76.3%	\$236,459.21	
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Title IIID	\$0.00	\$0.00	13.3%	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	
Older Blind	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$ -	\$0.00			\$0.00		\$0.00	
Total	\$310,047.00	\$155,843.10	50.0%	\$25,320.37	\$128,883.53	58.4%	\$25,320.37	\$103,563.16	66.6%	\$29,975.37	\$73,587.79	76.3%	\$236,459.21	67.1%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	9,507	0.0%	0	9,507	0.0%	0	9,507	0.0%	0	0.0%
Evidence Based	7,468	3,405	46%	0	4,063	0.0%	0	4,063	0.0%	0	4,063	0.0%	0	0.0%
Nutrition	2,569	1,427	56%	0	1,142	0.0%	0	1,142	0.0%	0	1,142	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	20	0	Average Day Reports submitted past due date
Budget & Finance	30%	30	67.10%	Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): 50 /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: Congress Heights SWC
 Grant Title: Congress Heights SWC
 Grantee Address: 3500 Martin Luther King Jr. Ave SE
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 310,047
 Local/District Grant Amount: 293,065
 Federal Grant Amount: 16442

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573383

*Presite form: Please fill in data each month while processinging MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018	August 15, 2018	August 15, 2018	0	September 15, 2018	September 15, 2018	September 15, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 21, 2018	August 21, 2018	August 21, 2018		September 20, 2018	September 20, 2018	September 20, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 30, 2018	August 30, 2018	August 30, 2018	0	September 30, 2018	September 30, 2018	September 30, 2018	0	October 31, 2018	October 31, 2018	October 31, 2018	0
								October 15, 2018	October 15, 2018	October 15, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion / Title IID	\$310,047.00	\$236,459.21	76.3%	\$24,660.02	\$48,927.77	84.2%	\$0.00	\$48,927.77	84.2%	\$41,336.73	\$7,591.04	97.6%	\$302,455.96	88.7%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$0.00	
Total	\$310,047.00	\$236,459.21	76.3%	\$24,660.02	\$48,927.77	84.2%	\$0.00	\$48,927.77	84.2%	\$41,336.73	\$7,591.04		\$0.00	84.2%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	15,061	5,554	37%	0	15,061	0.0%	0	15,061	0.0%	0	15,061	0.0%	0	0.0%
Evidence Based	7,468	3,405	46%	0	1,914	0.0%	0	1,914	0.0%	0	1,914	0.0%	0	0.0%
Nutrition	2,569	1,427	56%	0	-836	0.0%	0	-836	0.0%	0	-836	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	0
Budget & Finance	30%	30	84.22%
Program Progress	30%	0	0.0%
Site Visit	20%	#DIV/0!	#DIV/0!

Average Day Reports submitted past due date
 Average Burn Rate
 Average Progress Rate
 Total Site Visit Score

Total Score (Points): #DIV/0! /100

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?			1	Ask Ann Richardson
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				

Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				

General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				

Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				

0 0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				

Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:			-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?			1	
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;			1	
Home Delivered Meals	123	Are arrangements made for delivery of meals?			1	
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?			1	
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:		-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

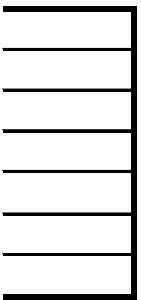
Site Visit: *Please complete the following during a site visit*

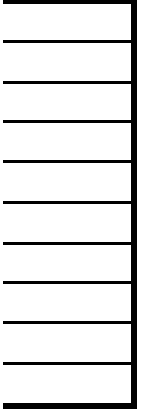
Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

Si

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Case Management	#DIV/0!	0
Comprehensive Assessment	#DIV/0!	0
Congregate Meal	#DIV/0!	0
Counseling	#DIV/0!	0
Health Promotion	#DIV/0!	0
Home Delivered Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Weekend Home Delivered Meals	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	#DIV/0!	0





**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: Washington SWC
 Grant Title: Washington SWC
 Grantee Address: Alabama Ave SE
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: \$360,793
 Local/District Grant Amount: \$344,351
 Federal Grant Amount: \$16,442

Date of visit: 2/23/2018
 Total Score for the visit: 70 / 100
 Grantee #: _____
 PO#: PO573390

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
Unit Invoice	November 15, 2017	November 24, 2017	November 24, 2017	9	December 15, 2017	December 30, 2017	December 30, 2017	15	January 16, 2018	January 24, 2018	January 24, 2018	8
M1	November 20, 2017	November 24, 2017	November 24, 2017	4	December 20, 2017	December 30, 2017	December 30, 2017	10	January 20, 2018	January 24, 2018	January 24, 2018	4
CURT (page 40) Q & Y (page 59)	November 30, 2017	November 24, 2017	November 24, 2017	-6	December 30, 2017	December 30, 2017	December 30, 2017	0	January 31, 2018	January 24, 2018	January 24, 2018	-7

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion/Title IID	\$360,793.00		\$9,547.18	\$351,245.82	2.6%	\$19,098.08	\$332,147.74	11.4%	\$34,686.27	\$297,461.47	22.0%	\$63,331.53	17.6%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00					\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	5.4%	\$0.00	#DIV/0!
	\$0.00					\$0.00			\$0.00	\$0.00		\$0.00	
Total	\$360,793.00		\$9,547.18	\$351,245.82	2.6%	\$19,098.08	\$332,147.74	5.3%	\$34,686.27	\$297,461.47	9.6%	\$63,331.53	17.6%

Program and Performance Progress:

	Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
Health & Wellness	56,900	9.8%	5,554	51,346	9.8%	0	51,346	0.0%	0	51,346	0.0%	5,554	3.3%
Evidence Based	10,965	31.1%	2,505	8,460	22.8%	498	7,962	4.5%	402	7,560	3.7%	3,405	10.4%
Nutrition	5,600	25.5%	1,138	4,462	20.3%	289	4,173	5.2%	0	4,173	0.0%	1,427	8.5%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding: <i>October's M1; CURT; CSTAR reports have all been submitted and processed</i>	Finding: <i>Current funding allocated for Nutritionist position requires reallocation</i>	Finding: <i>On target with performance goals and objectives</i>
Deficiencies: <i>CURT reports have been late each month for the 1st quarter</i>	Deficiencies:	Deficiencies:
Corrective Actions Planned: <i>Provide PD with advance notification regarding deadline for submission</i>	Corrective Actions Planned:	Corrective Actions Planned:

Score Card	Assigned Weight	Raw Score (Points)	
Reporting	20%	5	Average Day Reports submitted past due date
Budget & Finance	30%	30	Average Burn Rate
Program Progress	30%	15	Average Progress Rate
Site Visit	20%	20	Total Site Visit Score

Total Score (Points): 70 /100

Final Notes: Please write your overall evaluation of the site visit

My overall evaluation site visit to Hattie Holmes Senior Wellness Center was very informative. The Project Director informed me of the new outreach opportunities provided to the senior member this fiscal year. The additional support providing on behalf of the volunteer nutritionist during staff vacancy

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?		1		Nutritionist position vacant since 2/16/2018. Mary's Center has conduct interviews and have a potential candidate for the position
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?		1		During Site Visit it was discovered the Nutritionist did not possess valid licensure
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			
Personnel	8	Staff development program includes training?	1			AED Training, 10/17/2017, Data Collection 11/17/2017, Untold Research 12/15/2017
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			Nutritionist did not possess valid Nutritionist/ Dietician license. Expired certifications
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			
Financial	14	Were the accounting records readily available?	1			
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?			1	
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?			1	
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			Program Director is required to submit a
Financial	21	Were written procurement policies and procedures readily available?	1			
Financial	22	Did it state clear specifications on request for bids and/or competition process?			1	
Financial	23	Were files maintained for all purchases?	1			Contractors and program staff supply receipts were made available upon request
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			9	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Staff and consultants Timesheets, invoices and proof of payments were recorded and locked in file cabinet
Administration And Reports	28	Is it used?	1			
			1	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?		1		Soiled carpet throughout center. Unsecure doors in rear of facility

Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			Mary's Center requires staff to attend and acknowledge drug safety rules and regulation. Staff are randomly drug tested. Annual certification in personnel files
Facility	34	Crime reduction hot spot plan is implemented?		1		
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			Shelter in place and evacuation signs posted throughout the center
				2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?			0	Located at Mary's Center Headquarter
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?	1			
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Program and Service Satisfaction surveys conducted semi-annual in the months of March & September for Performance Goals and Outcome Measures
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			

General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			10 active volunteers & 40 volunteer hours for 1st quarter.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			Volunteers are screened annually
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			Staff members refer clients to Ward 4 Lead Agency and Mary's Center for additional resources
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			During orientation, Hattie Holmes staff access new members and provide a comprehensive plan while attending the center
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			Project Director discloses Participants contributions on a quarterly basis at members assembly meetings as well as the center calendar
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?			1	
Case Management	57	Does the agency assess the need for and initiate protective arrangements?			1	
Case Management	58	Does the agency participate as a member of the participant's plan of care team?			1	
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?			1	
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?			1	
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?			1	
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?			1	
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?			1	
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?			1	
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?			1	
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:			1	
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?			1	
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?			1	
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?			1	
					0	

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?	1			
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?	1			
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?	1			
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?	1			A social worker from Mary's Center is onsite at the center twice a week

Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?	1			Members are required to be re-assessed annually
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?	1			
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?	1			
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?	1			
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?	1			
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?			1	
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?			1	
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?			1	
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.			1	
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?			1	
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?			1	
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?			1	
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?			1	
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?			1	
Congregate Meal	88	Are meals served as planned and delivered?			1	
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?			1	
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?			1	

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?			1	
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?			1	
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?			1	
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?			1	
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?			1	
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?			1	
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?			1	
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?			1	
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?			1	
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?			1	
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?			1	
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?			1	
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?	1			
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?	1			
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?	1			

Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions	1			Staff informs members that a social worker is available upon request
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?	1			Staff refer member or family member to the Lead Agency
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?	1			
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?		1		A strong recommendation was provided in Site Visit report
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?	1			The center have inspirational sessions, how to detect depression sessions, Meal Planning, Lifestyle changes
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?	1			
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?	1			
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?	1			
			10	1		

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Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?	1			
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?	1			
Health Promotion	118	Does the agency implement and report all sessions accurately?	1			
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?	1			
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?	1			
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?	1			
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?	1			
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?	1			Calendars are available at the beginning of each month
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?	1			
Recreation Socialization	130	Are all recreation and socialization activities supervised?	1			
			5	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?	1			
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?	1			
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	1	-	-	The Project Director will provide the Grant Monitor with an incident report and reach out to the lead agency for intervention
Nutrition Counseling	135	Appropriate healthcare providers are contacted;	1			
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;	1			
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?	1			
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?	1			Nutritional Education sessions are held weekly
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?	1			Nutritional information is distributed and available at the information station
			3	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?	1			
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?	1			
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?	1			
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?	1			
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?	1			
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?	1			
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?	1			
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?	1			

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: Washington SWC
 Grant Title: Washington SWC
 Grantee Address: Alabama Ave SE
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 360793
 Local/District Grant Amount: 344351
 Federal Grant Amount: 16442

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573390

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)
 Audit

January				February				March			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
February 15, 2018	February 15, 2018	February 15, 2018		March 15, 2018	March 15, 2018	March 15, 2018		April 14, 2018	April 14, 2018	April 14, 2018	0
February 20, 2018	February 20, 2018	February 20, 2018		March 20, 2018	March 20, 2018	March 20, 2018		April 20, 2018	April 20, 2018	April 20, 2018	0
February 28, 2018	February 28, 2018	February 28, 2018		March 31, 2018	March 31, 2018	March 31, 2018		April 28, 2018	April 28, 2018	April 28, 2018	0
								April 20, 2018	April 20, 2018	April 20, 2018	0
								March 30, 2018	March 30, 2018	March 30, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	January			February			March			QUARTER 2	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion/Disease Prevention	\$360,793.00	\$63,331.53	22.0%	\$21,103.38	\$276,358.09	23.4%	\$23,256.72	\$253,101.37	29.8%	\$39,458.20	\$213,643.17	40.8%	\$147,149.83	31.3%
		\$0.00												
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	
Total	\$360,793.00	\$63,331.53	18%	\$21,103.38	\$276,358.09	23.4%	\$23,256.72	\$253,101.37	29.8%	\$39,458.20	\$213,643.17	40.8%	\$147,149.83	31.3%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	January			February			March			QUARTER 2		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	56,900	5,554	10%	0	51,346	0.0%	0	51,346	0.0%	0	51,346	0.0%	0	0.0%
Evidence Based	10,965	3,405	31%	0	7,560	0.0%	0	7,560	0.0%	0	7,560	0.0%	0	0.0%
Nutrition	5,600	1,427	25%	0	4,173	0.0%	0	4,173	0.0%	0	4,173	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2017**

Grantee Name: Washington SWC
 Grant Title: Washington SWC
 Grantee Address: Alabama Ave SE
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 360793
 Local/District Grant Amount: 344351
 Federal Grant Amount: 16442

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573390

*Presite form: Please fill in data each month while processsing MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
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Compliance with Reporting Requirement:

Unit Invoice
 MI
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018	May 15, 2018	May 15, 2018	0	June 15, 2018	June 15, 2018	June 15, 2018	0	July 14, 2018	July 14, 2018	July 14, 2018	0
May 19, 2018	May 19, 2018	May 19, 2018	0	June 20, 2018	June 20, 2018	June 20, 2018	0	July 20, 2018	July 20, 2018	July 20, 2018	0
May 31, 2018	May 31, 2018	May 31, 2018	0	June 30, 2018	June 30, 2018	June 30, 2018	0	July 30, 2018	July 30, 2018	July 30, 2018	0
								July 20, 2018	July 20, 2018	July 20, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Senior Services	\$360,793.00	\$147,149.83	40.8%	\$9,910.70	\$203,732.47	43.5%	\$41,788.89	\$161,943.58	55.1%	\$20,268.38	\$141,675.20	60.7%	\$219,117.80	
Federal Funds														
	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00		\$0.00	
	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$ -	\$0.00			\$0.00		\$0.00	
Total	\$360,793.00	\$147,149.83	40.8%	\$9,910.70	\$203,732.47	43.5%	\$41,788.89	\$161,943.58	55.1%	\$20,268.38	\$141,675.20	60.7%	\$219,117.80	53.1%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	56,900	5,554	10%	0	51,346	0.0%	0	51,346	0.0%	0	51,346	0.0%	0	0.0%
Evidence Based	10,965	3,405	31%	0	7,560	0.0%	0	7,560	0.0%	0	7,560	0.0%	0	0.0%
Nutrition	5,600	1,427	25%	0	4,173	0.0%	0	4,173	0.0%	0	4,173	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY2018**

Grantee Name: ERFSC
 Grant Title: Washington SWC
 Grantee Address: Alabama Ave SE
 Grant Monitor Name: Stephanie Bryant

Grant Period: 10/1/2017 - 9/30/2018
 Total Grant Amount: 360,793
 Local/District Grant Amount: 344,351
 Federal Grant Amount: 16442

Date of visit: 2/15/2018
 Total Score for the visit: 0 / 100
 Grantee #: 0
 PO#: PO573390

*Presite form: Please fill in data each month while processinging MI's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

July				August				September			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
August 15, 2018	August 15, 2018	August 15, 2018	0	September 15, 2018	September 15, 2018	September 15, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 21, 2018	August 21, 2018	August 21, 2018		September 20, 2018	September 20, 2018	September 20, 2018		October 12, 2018	October 12, 2018	October 12, 2018	
August 30, 2018	August 30, 2018	August 30, 2018	0	September 30, 2018	September 30, 2018	September 30, 2018	0	October 31, 2018	October 31, 2018	October 31, 2018	0
								October 15, 2018	October 15, 2018	October 15, 2018	0

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	July			August			September			QUARTER 4	
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Health Promotion / Title IID	\$360,793.00	\$219,117.80	60.7%	\$32,362.23	\$109,312.97	69.7%	\$29,872.24	\$79,440.73	78.0%	\$72,891.33	\$6,549.40	98.2%	\$354,243.60	82.0%
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$ -	\$0.00		\$ -	\$0.00	#DIV/0!	\$0.00	
Total	\$360,793.00	\$219,117.80	60.7%	\$32,362.23	\$109,312.97	69.7%	\$29,872.24	\$79,440.73	78.0%	\$72,891.33	\$6,549.40		\$0.00	73.8%

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4		
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate	
Health & Wellness	56,900	5,554	10%	0	56,900	0.0%	0	56,900	0.0%	0	56,900	0.0%	0	0.0%
Evidence Based	10,965	3,405	31%	0	5,411	0.0%	0	5,411	0.0%	0	5,411	0.0%	0	0.0%
Nutrition	5,600	1,427	25%	0	2,195	0.0%	0	2,195	0.0%	0	2,195	0.0%	0	0.0%

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?			1	Ask Ann Richardson
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				

Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				

General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				

Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				

0 0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				

Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				

Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				

Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:			-	-
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
				0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
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Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?			1	
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;			1	
Home Delivered Meals	123	Are arrangements made for delivery of meals?			1	
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?			1	
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?			1	
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				

Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:		-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Extremely satisfied</th> <th style="width: 50%; padding: 5px;">Moderately satisfied</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

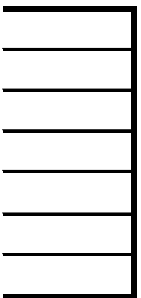
Site Visit: *Please complete the following during a site visit*

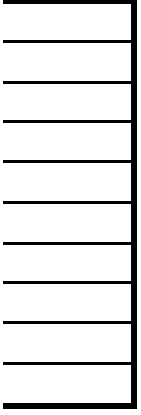
Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
How long will it take to enroll those on the list:	

Si

Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	#DIV/0!	0
Financial	#DIV/0!	0
Administration And Reports	#DIV/0!	0
Facility	#DIV/0!	0
General Service Delivery	#DIV/0!	0
Case Management	#DIV/0!	0
Comprehensive Assessment	#DIV/0!	0
Congregate Meal	#DIV/0!	0
Counseling	#DIV/0!	0
Health Promotion	#DIV/0!	0
Home Delivered Meals	#DIV/0!	0
Recreation Socialization	#DIV/0!	0
Weekend Home Delivered Meals	#DIV/0!	0
Nutrition Counseling	#DIV/0!	0
Nutrition Education	#DIV/0!	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	#DIV/0!	0





**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Capitol Hill Village
 Grant Title: Intergenerational Programming
 Grantee Address: 725 8th St. SE
 Grant Monitor Name: Phil Hashey

Grant Period: 11/22/2017-9/30/2018
 Total Grant Amount: \$40,735
 Local/District Grant Amount: \$40,735
 Federal Grant Amount: \$0

Date of visit: 2/21/2018
 Total Score for the visit: 75 / 100
 Grantee #: CAPITOLH-4-18
 PO#: 576320

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

November				December			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
				December 15, 2017			
				December 20, 2017		February 2, 2018	45
				December 30, 2017			
				January 16, 2018			
				January 20, 2018		February 2, 2018	12
				January 31, 2018		February 2, 2012	2
				January 31, 2018		February 1, 2018	1

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$31,427.20	10.5%	\$0.00	\$31,427.20	0.0%	\$737.29	\$30,689.91	2.3%	\$2,556.19	\$28,133.72	8.1%	\$3,293.48	3.5%
Travel	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%
Occupancy	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
Communication	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
Supplies/Equipments	\$2,000.00	0.0%	\$0.00	\$2,000.00	0.0%	\$0.00	\$2,000.00	0.0%	\$0.00	\$2,000.00	0.0%	\$0.00	0.0%
Other Directs	\$4,165.50	0.0%	\$0.00	\$4,165.50	0.0%	\$0.00	\$4,165.50	0.0%	\$0.00	\$4,165.50	0.0%	\$0.00	0.0%
Indirect/Overhead	\$3,142.72	10.5%	\$0.00	\$3,142.72	0.0%	\$73.73	\$3,068.99	2.3%	\$255.62	\$2,813.37	8.1%	\$329.35	3.5%
	\$40,735.42	0.088935624	\$0.00	\$40,735.42	0.0%	\$811.02	\$39,924.40	2.0%	\$2,811.81	\$37,112.59	6.9%	\$3,622.83	3.0%

Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%
N/A													
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	0.0%

Total	\$40,735.42	0.088935624	\$0.00	\$40,735.42	0.0%	\$811.02	\$39,924.40	2.0%	\$2,811.81	\$37,112.59	6.9%	\$3,622.83	3.0%
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Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
N/A	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Submission of M-1s and other reporting requirements, financial controls, program performance

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding: Grantee's November and December M-1s were submitted late (on February 1 and 2). January's M-1 was then submitted two weeks ahead of schedule. CURT report was submitted 2 days late.	Finding: Adequate financial controls are in place, and the grantee's burn rate is sufficient to expend program funds by the end of the grant period.	Finding: Program progress is proceeding along nicely. A large inter-generational community event has already been held, with approximately 100 participants in attendance. Intergenerational tech trainings have also already started.
Recommendations: Submit future reports on time.	Recommendation: None	Recommendations: None.

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	15	Average Day Reports submitted past due date
Budget & Finance	30%	25	2.96%	Average Burn Rate
Program Progress	30%	30	#DIV/0!	Average Progress Rate
Site Visit	20%	20	0%	Total Site Visit Score

Total Score (Points): 75 /100

Final Notes: Please write your overall evaluation of the site visit

I was satisfied with the progress demonstrated thus far. As detailed above, good progress has already been made in putting on a large intergenerational community event, and tech trainings have already started. This is in contrast to grant performance in FY17, where grant activities were very slow in starting, and trainings were not held until the end of the grant period. There are good financial controls in place, and spending levels are currently adequate to expend all funds by the end of the fiscal year.

Recommendation: None.

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?	1			
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?		1		position requirements are not evident in personnel manual, but were included in the grant application.
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			Recruitment via idealist, area university job postings, CHV website
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			kept in locked cabinet in the ED's office
Personnel	6	Staff certifications and licenses are current and evident in the employee file?	1			there are two LCSWs on staff, licenses up to date.
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?	1			Monthly meetings, yearly retreat
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?	1			
			10	1		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?	1			
Financial	14	Were the accounting records readily available?	1			Reviewed with Office Manager Christopher Rios
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			Yes, reiterated in-kind must be tracked accurately
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			See grant application
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	

Financial	21	Were written procurement policies and procedures readily available?		1		
Financial	22	Did it state clear specifications on request for bids and/or competition process?	1			No procurement procedures. RFPs are put out for larger contracts
Financial	23	Were files maintained for all purchases?	1			
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			10	1		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?	1			
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?			1	
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			3	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?			1	There are no programs held in the offices.
Facility	31	Is there space for providing confidential counseling sessions for seniors?	1			
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?			1	
Facility	36	Is there an up-to-date emergency preparedness plan available?		1		One is in process
			4	1		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?			1	Training on Cstars data entry is pending.
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?			1	
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/>	Date of last nutrition screen: <input style="width: 40px;" type="text"/>	Date of medical clearance form: <input style="width: 40px;" type="text"/>	Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/>	Date of last nutrition screen: <input style="width: 40px;" type="text"/>	Date of medical clearance form: <input style="width: 40px;" type="text"/>	Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO	
How many on list and explain:		
How long will it take to enroll those on the list:		

Please describe your outreach efforts

Site Visit Notes:

Finding: None

Deficiencies: None
Corrective Actions Planned: None

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	91%	10	1	11
Financial	91%	10	1	11
Administration And Reports	100%	3	0	3
Facility	80%	4	1	5
General Service Delivery	100%	15	0	15
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#REF!	#REF!	#REF!	#REF!
Congregate Meal	#REF!	#REF!	#REF!	#REF!
Counseling	#REF!	#REF!	#REF!	#REF!
Health Promotion	#REF!	#REF!	#REF!	#REF!
Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Recreation Socialization	#REF!	#REF!	#REF!	#REF!
Weekend Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Nutrition Counseling	#REF!	#REF!	#REF!	#REF!
Nutrition Education	#REF!	#REF!	#REF!	#REF!
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#REF!	#REF!	#REF!	#REF!

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	0	Average Day Reports submitted past due date
Budget & Finance	30%	0	Average Burn Rate
Program Progress	30%	0	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Capitol Hill Village
 Grant Title: Intergenerational Programming
 Grantee Address: 725 8th St. SE
 Grant Monitor Name: Phil Hashey

Grant Period: 11/22/2017-9/30/2018
 Total Grant Amount: 40735.42
 Local/District Grant Amount: 40735.42
 Federal Grant Amount: 0

Date of visit: _____
 Total Score for the visit: 0 / 80
 Grantee # CAPITOLH-4-18
 PO# 576320

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018				June 15, 2018				July 14, 2018			
May 19, 2018				June 20, 2018				July 20, 2018			
May 31, 2018				June 30, 2018				July 31, 2018			
								July 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3		
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Personnel	\$31,427.20	\$3,293.48	10.5%		\$28,133.72			\$28,133.72				\$28,133.72			
Travel	\$0.00	\$0.00						\$0.00				\$0.00			
Occupancy	\$0.00	\$0.00	#DIV/0!					\$0.00				\$0.00			
Counseling	\$0.00	\$0.00	#DIV/0!					\$0.00				\$0.00			
Supplies/Equipments	\$2,000.00	\$0.00						\$0.00				\$0.00			
Other Directs	\$4,165.50	\$0.00	0.0%					\$0.00				\$0.00			
Indirect/Overhead	\$3,142.72	\$329.35	10.5%					\$0.00				\$0.00			
	\$40,735.42	\$0.00	0.0%	\$0.00	\$28,133.72	0.0%	\$0.00	\$28,133.72	0.0%	\$0.00	\$28,133.72	0.0%	\$0.00	0.0%	

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
	\$ -	#DIV/0!	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	

Total	\$40,735.42	#DIV/0!	#DIV/0!	\$0.00	\$28,133.72	#DIV/0!	\$0.00	\$28,133.72	#DIV/0!	\$0.00	\$28,133.72	#DIV/0!	\$0.00	
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Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
0	0	0	0%	0		0	0		0	0		0	
0	0	0	0%	0		0	0		0	0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:		Site Visit Notes on Finance and Budget Management:		Site Visit Notes on Program and Performance Progress	
Finding:		Finding:		Finding:	
Deficiencies:		Deficiencies:		Deficiencies:	
Corrective Actions Planned:		Corrective Actions Planned:		Corrective Actions Planned:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	0		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

Corrective Actions Planned:		
		Corrective Actions Planned:
	Corrective Action Planned:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	#DIV/0!	#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): /100

Final Notes: Please write your overall evaluation of the site visit

Findings:

Average days past due date	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20		8.33%	30	8.33%	30	100%	20
1	19		8.05	29	8.05	29	98%	19
2	18		7.77	28	7.77	28	96%	18
3	17		7.50	27	7.50	27	94%	17
4	16		7.22	26	7.22	26	92%	16
5	15		6.94	25	6.94	25	90%	15
6	14		6.66	24	6.66	24	88%	14
7	13		6.39	23	6.39	23	86%	13
8	12		6.11	22	6.11	22	84%	12
9	11		5.83	21	5.83	21	82%	11
10	10		5.55	20	5.55	20	80%	10
11	9		5.28	19	5.28	19	78%	9
12	8		5.00	18	5.00	18	76%	8
13	7		4.72	17	4.72	17	74%	7
14	6		4.44	16	4.44	16	72%	6
15	5		4.17	15	4.17	15	70%	5
Above 15 days	0		Below 4.17%	0	Below 4.17%	0	Below 70%	0

KEY:

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				

Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				

General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				

Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				

Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions?				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				

Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
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RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					

Please rank your level of satisfaction with the delivery of program activities at this facility

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Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist: YES / NO

How many on list and explain: N/A
How long will it take to enroll those on the list: N/A

Please describe your outreach efforts

Site Visit Notes:

Finding: None.
Deficiencies: None.
Corrective Actions Planned: None.

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	#DIV/0!	0	0	0
Financial	#DIV/0!	0	0	0
Administration And Reports	#DIV/0!	0	0	0
Facility	#DIV/0!	0	0	0
General Service Delivery	#DIV/0!	0	0	0
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#DIV/0!	0	0	0
Congregate Meal	#DIV/0!	0	0	0
Counseling	#DIV/0!	0	0	0
Health Promotion	#DIV/0!	0	0	0
Home Delivered Meals	#DIV/0!	0	0	0
Recreation Socialization	#DIV/0!	0	0	0
Weekend Home Delivered Meals	#DIV/0!	0	0	0
Nutrition Counseling	#DIV/0!	0	0	0
Nutrition Education	#DIV/0!	0	0	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#DIV/0!	0	0	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Dupont Circle Village
 Grant Title: FY18 Senior Village Competitive Grant
 Grantee Address: 2121 Decatur Pl. NW
 Grant Monitor Name: Phil Hashey

Grant Period: 11/22/2018-9/30/2018
 Total Grant Amount: \$24,065
 Local/District Grant Amount: \$24,065
 Federal Grant Amount: \$0

Date of visit: 2/27/2018
 Total Score for the visit: 0 / 100
 Grantee #: DUPONTNNP-2-218
 PO#: PO576319

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice M1 CURT (page 40) Q & Y (page 59)	October				November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	November 15, 2017				December 15, 2017				January 16, 2018			
	November 21, 2017				December 20, 2017	December 21, 2017			January 20, 2018	January 19, 2018		-1
	November 30, 2017				December 30, 2017				January 31, 2018			
									January 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$6,709.00	3.7%	\$0.00	\$6,709.00	0.0%	\$105.00	\$6,604.00	1.6%	\$140.00	\$6,464.00	2.1%	\$245.00	1.2%
Travel	\$535.00	0.0%	\$0.00	\$535.00	0.0%	\$0.00	\$535.00	0.0%	\$0.00	\$535.00	0.0%	\$0.00	0.0%
Occupancy	\$1,200.00	0.0%	\$0.00	\$1,200.00	0.0%	\$0.00	\$1,200.00	0.0%	\$0.00	\$1,200.00	0.0%	\$0.00	0.0%
Communication	\$2,200.00	0.0%	\$0.00	\$2,200.00	0.0%	\$0.00	\$2,200.00	0.0%	\$0.00	\$2,200.00	0.0%	\$0.00	0.0%
Supplies/Equipments	\$8,000.00	0.0%	\$0.00	\$8,000.00	0.0%	\$0.00	\$8,000.00	0.0%	\$0.00	\$8,000.00	0.0%	\$0.00	0.0%
Other Directs	\$4,750.00	0.0%	\$0.00	\$4,750.00	0.0%	\$0.00	\$4,750.00	0.0%	\$0.00	\$4,750.00	0.0%	\$0.00	0.0%
Indirect/Overhead	\$671.00	3.7%	\$0.00	\$671.00	0.0%	\$10.50	\$660.50	1.6%	\$14.00	\$646.50	2.1%	\$24.50	1.2%
	\$24,065.00	0.01198836	\$0.00	\$24,065.00	0.0%	\$115.50	\$23,949.50	0.5%	\$154.00	\$23,795.50	0.6%	\$269.50	0.4%
Federal Funds	FY18 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
N/A													
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
Total	\$24,065.00	0.01198836	\$0.00	\$24,065.00	0.0%	\$115.50	\$23,949.50	0.5%	\$154.00	\$23,795.50	0.6%	\$269.50	0.4%

Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

During this visit, the following programmatic areas were discussed: personnel, finance, administration, reports, and progress on program goals.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding: Dupont Circle Village M-Is, CURT reports, and Qs & Ys have been submitted on time as of the date of this site visit. This is consistent with program performance in FY17, during which time DCV was generally on time with reporting requirements.	Finding: Grantee had good financial controls in place, including oversight of program expenditures by a finance committee and executive committee.	Finding: Satisfactory progress has been made so far on program goals, w/ 2/8 trainings already held. Program is less expensive than grantee anticipated, and spending is therefore lower than expected.
Corrective Action: None.	Deficiencies: financial procedures not memorialized in writing	Corrective Actions Planned: Revise spending plan to increase expenditures in program supplies to account for lower-than expected costs in trainer expenditures.
Recommendations: Continue to maintain compliance with reporting requirements.	Corrective Actions Planned: Recommend writing down financial management procedures and submitting to the board for approval.	Recommendations: Interface with DCOA on spending as the grant period progresses.

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	0	Average Day Reports submitted past due date
Budget & Finance	30%	0	0.37%	Average Burn Rate
Program Progress	30%	0	#DIV/0!	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): 0 /100

Final Notes: Please write your overall evaluation of the site visit

Overall program administration and progress were satisfactory. DCV is a well-run organization that has made good progress on grant objectives to this point. As noted above, program expenditures have been lower than anticipated, as the trainers secured by the grantee have not been accepting a fee for their services. Grantee and DCOA have been discussing how best to use grant funds to further the objectives, including arranging for the trainings to be videotaped and then made available to other villages and social service organizations.

Recommendation: None.

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?		1		With only 1 fulltime and 1 part time employee, DCV does not currently have an employee handbook. There is a volunteer handbook.
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?	1			Staff resumes and job descriptions are kept on file.
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?	1			
Personnel	6	Staff certifications and licenses are current and evident in the employee file?			1	
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			staff and volunteer receive background checks using intellicorps.
Personnel	8	Staff development program includes training?	1			\$500 per year training budget
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?			1	
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			See grant application
Personnel	12	Is the up-to-date organization chart available?		1		Only two employees.
			8	2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?		1		Recommended grantee memorialize financial procedures
Financial	14	Were the accounting records readily available?	1			Reviewed monthly financial report prepared by DCV Treasurer, and approved by Finance Committee
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			See grant application
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?	1			See grant application
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?	1			

Financial	21	Were written procurement policies and procedures readily available?		1		
Financial	22	Did it state clear specifications on request for bids and/or competition process?		1		
Financial	23	Were files maintained for all purchases?	1			
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?	1			
			9	3		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?		1		
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?	1			
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			
Administration And Reports	28	Is it used?	1			
			3	1		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			Yes, a small conference room and seating area. Senior services are generally not held in the office, but in adjacent function space
Facility	31	Is there space for providing confidential counseling sessions for seniors?			1	
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?	1			
Facility	33	Evidence of employee orientation to policies and drug awareness program?	1			
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?	1			ED has separate, locked office.
Facility	36	Is there an up-to-date emergency preparedness plan available?	1			
			6	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?			1	
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?			1	
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?	1			Membership committee elicits member feedback
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/>	Date of last nutrition screen: <input style="width: 40px;" type="text"/>	Date of medical clearance form: <input style="width: 40px;" type="text"/>	Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/>	Date of last nutrition screen: <input style="width: 40px;" type="text"/>	Date of medical clearance form: <input style="width: 40px;" type="text"/>	Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
How long will it take to enroll those on the list:	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	

Please describe your outreach efforts
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>

Site Visit Notes:

Finding: None

Deficiencies: None
Corrective Actions Planned: None

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	80%	8	2	10
Financial	75%	9	3	12
Administration And Reports	75%	3	1	4
Facility	100%	6	0	6
General Service Delivery	100%	15	0	15
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#REF!	#REF!	#REF!	#REF!
Congregate Meal	#REF!	#REF!	#REF!	#REF!
Counseling	#REF!	#REF!	#REF!	#REF!
Health Promotion	#REF!	#REF!	#REF!	#REF!
Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Recreation Socialization	#REF!	#REF!	#REF!	#REF!
Weekend Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Nutrition Counseling	#REF!	#REF!	#REF!	#REF!
Nutrition Education	#REF!	#REF!	#REF!	#REF!
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#REF!	#REF!	#REF!	#REF!

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	0	#DIV/0! Average Day Reports submitted past due date
Budget & Finance	30%	0	Average Burn Rate
Program Progress	30%	0	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Dupont Circle Village
 Grant Title: FY18 Senior Village Competitive Grant
 Grantee Address: 2121 Decatur Pl. NW
 Grant Monitor Name: Phil Hashey

Grant Period: 11/22/2018-9/30/2018
 Total Grant Amount: 24065
 Local/District Grant Amount: 24065
 Federal Grant Amount: 0

Date of visit: _____
 Total Score for the visit: 0 / 80
 Grantee # DUPONTNNP-2-218
 PO# PO576319

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018				June 15, 2018				July 14, 2018			
May 19, 2018				June 20, 2018				July 20, 2018			
May 31, 2018				June 30, 2018				July 31, 2018			
								July 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3		
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Personnel	\$6,709.00	\$245.00	3.7%		\$6,464.00			\$6,464.00				\$6,464.00			
Travel	\$535.00	\$0.00						\$0.00				\$0.00			
Occupancy	\$1,200.00	\$0.00	0.0%					\$0.00				\$0.00			
Counseling	\$2,200.00	\$0.00	0.0%					\$0.00				\$0.00			
Supplies/Equipments	\$8,000.00	\$0.00						\$0.00				\$0.00			
Other Directs	\$4,750.00	\$0.00	0.0%					\$0.00				\$0.00			
Indirect/Overhead	\$671.00	\$24.50	3.7%					\$0.00				\$0.00			
	\$24,065.00	\$0.00	0.0%	\$0.00	\$6,464.00	0.0%	\$0.00	\$6,464.00	0.0%	\$0.00	\$6,464.00	0.0%	\$0.00	0.0%	

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
	\$ -	#DIV/0!	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	

Total	\$24,065.00	#DIV/0!	#DIV/0!	\$0.00	\$6,464.00	#DIV/0!	\$0.00	\$6,464.00	#DIV/0!	\$0.00	\$6,464.00	#DIV/0!	\$0.00	
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Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
N/A	0	0	#DIV/0!	0		0		0		0		0	
0	0	0	0%	0		0		0		0		0	
0	0	0	0%	0		0		0		0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

<i>Site Visit Notes on Compliance with Reporting Requirements:</i>		<i>Site Visit Notes on Finance and Budget Management:</i>		<i>Site Visit Notes on Program and Performance Progress</i>	
Finding:		Finding:		Finding:	
Deficiencies:		Deficiencies:		Deficiencies:	
Corrective Actions Planned:		Corrective Actions Planned:		Corrective Actions Planned:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	0		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: Dupont Circle Village
 Grant Title: FY18 Senior Village Competitive Grant
 Grantee Address: 2121 Decatur Pl. NW
 Grant Monitor Name: Phil Hashey

Grant Period: 11/22/2018-9/30/2018
 Total Grant Amount: 24065
 Local/District Grant Amount: 24065
 Federal Grant Amount: 0

Date of visit: 10/4/2016
 Total Score for the visit: 0 / 100
 Grantee # DUPONTNNP-2-218
 PO# PO576319

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
M1
CURT (page 40)
Q & Y (page 59)

Due Date	July			Days Past Due	Due Date	August			Days Past Due	Due Date	September			Days Past Due
	Initial Date Received	Final Date Received				Initial Date Received	Final Date Received				Initial Date Received	Final Date Received		
August 15, 2018					September 15, 2018					October 12, 2018				
August 21, 2018					September 20, 2018					October 12, 2018				
August 31, 2018					September 29, 2018					October 31, 2018				
										October 20, 2018				

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	July			August			September			QUARTER 4		
					Balance	Burn Rate		PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Personnel	\$6,709.00	\$245.00	3.7%		\$6,464.00			\$6,464.00				\$6,464.00				
Travel	\$535.00	\$0.00	0.0%		\$535.00			\$535.00				\$535.00				
Occupancy	\$1,200.00	\$0.00	0.0%		\$1,200.00			\$1,200.00				\$1,200.00				
Counseling	\$2,200.00	\$0.00	0.0%		\$2,200.00			\$2,200.00				\$2,200.00				
Supplies/Equipments	\$8,000.00	\$0.00	0.0%		\$8,000.00			\$8,000.00				\$8,000.00				
Other Directs	\$4,750.00	\$0.00	0.0%		\$4,750.00			\$4,750.00				\$4,750.00				
Indirect/Overhead	\$671.00	\$24.50	3.7%		\$646.50			\$646.50				\$646.50				
	\$24,065.00	\$0.00	0.0%	\$0.00	\$23,795.50	0.0%		\$0.00	\$23,795.50	0.0%	\$0.00	\$23,795.50	0.0%	\$0.00	0.0%	
Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate		
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!			#DIV/0!			#DIV/0!			
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!			#DIV/0!			#DIV/0!			
N/A	\$0.00	\$0.00	#DIV/0!		#DIV/0!		#DIV/0!			#DIV/0!			#DIV/0!			
	\$0.00	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	#DIV/0!	#DIV/0!	\$ -	#DIV/0!		
Total	\$24,065.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	#DIV/0!	\$0.00	#DIV/0!	\$0.00	

Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	July			August			September			QUARTER 4	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
N/A	0	0	#DIV/0!	0	0	0	0	0	0	0	0	0	0
0	0	0	0%	0	0	0	0	0	0	0	0	0	0

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:	Site Visit Notes on Finance and Budget Management:	Site Visit Notes on Program and Performance Progress
Finding:	Finding:	Finding:

Corrective Actions Planned:		
		Corrective Actions Planned:
	Corrective Action Planned:	

Score Card

	Assigned Weight	Raw Score (Points)	#DIV/0!	
Reporting	20%		#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): /100

Final Notes: Please write your overall evaluation of the site visit

Findings:

Average days past due date	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20		8.33%	30	8.33%	30	100%	20
1	19		8.05	29	8.05	29	98%	19
2	18		7.77	28	7.77	28	96%	18
3	17		7.50	27	7.50	27	94%	17
4	16		7.22	26	7.22	26	92%	16
5	15		6.94	25	6.94	25	90%	15
6	14		6.66	24	6.66	24	88%	14
7	13		6.39	23	6.39	23	86%	13
8	12		6.11	22	6.11	22	84%	12
9	11		5.83	21	5.83	21	82%	11
10	10		5.55	20	5.55	20	80%	10
11	9		5.28	19	5.28	19	78%	9
12	8		5.00	18	5.00	18	76%	8
13	7		4.72	17	4.72	17	74%	7
14	6		4.44	16	4.44	16	72%	6
15	5		4.17	15	4.17	15	70%	5
Above 15 days	0		Below 4.17%	0	Below 4.17%	0	Below 70%	0

KEY:

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				

Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				

General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?				
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?				
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?				
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?				
General Service Delivery	53	Is organization receiving positive scores on Grade DC?				
General Service Delivery	54	Is the organization involved in community outreach and public education activities?				
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?				
Case Management	57	Does the agency assess the need for and initiate protective arrangements?				
Case Management	58	Does the agency participate as a member of the participant's plan of care team?				
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?				
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?				
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?				
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?				
Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?				
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?				
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?				
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:				
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?				
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?				

Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?				
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?				
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?				
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?				
Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?				
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?				
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?				
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?				
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?				
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.				
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?				
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?				
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?				
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?				
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?				
Congregate Meal	88	Are meals served as planned and delivered?				
Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?				
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?				
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?				

Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?				
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?				
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?				
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?				
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?				
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?				
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?				
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?				
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?				
Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?				
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?				
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?				
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?				
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?				
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions?				
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?				
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?				
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?				
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?				

Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:				
Counseling	112	Contact by phone the appropriate crisis intervention agency once this determination is made?				
Counseling	113	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?				
Counseling	114	Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?				
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?				
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?				
Health Promotion	118	Does the agency implement and report all sessions accurately?				
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?				
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?				
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;				
Home Delivered Meals	123	Are arrangements made for delivery of meals?				
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?				
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?				
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?				
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?				
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?				
Recreation Socialization	130	Are all recreation and socialization activities supervised?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?				
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?				
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?				
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:	-	-	-	-
Nutrition Counseling	135	Appropriate healthcare providers are contacted;				
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;				
Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?				
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?				
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?				
			0	0		

Service Category	Question No.	Question	No	Yes	N/A	Comment
General Service Delivery	146	Are there waiting lists for agency services?				
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?				
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?				
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?				
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?				
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?				
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?				
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				

Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?				
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RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					

Please rank your level of satisfaction with the delivery of program activities at this facility

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Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist: YES / NO

How many on list and explain: N/A
How long will it take to enroll those on the list: N/A

Please describe your outreach efforts

Site Visit Notes:

Finding: None.
Deficiencies: None.
Corrective Actions Planned: None.

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	#DIV/0!	0	0	0
Financial	#DIV/0!	0	0	0
Administration And Reports	#DIV/0!	0	0	0
Facility	#DIV/0!	0	0	0
General Service Delivery	#DIV/0!	0	0	0
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#DIV/0!	0	0	0
Congregate Meal	#DIV/0!	0	0	0
Counseling	#DIV/0!	0	0	0
Health Promotion	#DIV/0!	0	0	0
Home Delivered Meals	#DIV/0!	0	0	0
Recreation Socialization	#DIV/0!	0	0	0
Weekend Home Delivered Meals	#DIV/0!	0	0	0
Nutrition Counseling	#DIV/0!	0	0	0
Nutrition Education	#DIV/0!	0	0	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#DIV/0!	0	0	0

Total	\$2,146,928.94	0.113778195
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Program and Performance Progress:

	Performance Objective	YTD Progress Rate
Congreate Meals Weekday	29,800	21.1%
Congreate Meals Weekend	4,250	26.7%
Counseling	13,420	8.0%
Health Promotion	29,320	21.6%
Nutrition Counseling	730	14.2%
Nutrition Education	1,308	32.6%
Evidence Based Title IIID/F		#DIV/0!
Washington Seniors Wellness	53,720	34.1%
Comprehensive Assesment	376	43.2%
Comprehensive Assesment Title IIIB	474	0.0%
Case Management	2,170	25.9%
Home Delivered Meals Weekday	146,815	29.5%
Home Delivered Meals Weekend	25,600	30.9%
Heavy house cleaning	1,514	15.5%
Caregiver respite Title IIIE		#DIV/0!
Recreation/ Socialization	59,202	27.2%
Case Management Title IIIB	1,259	0.0%
Oasis HDM Program		#DIV/0!
GFS Catering Service		#DIV/0!
Cong Meal Disabled Under		#DIV/0!
Cong Meal Volunteer Under		#DIV/0!
		#DIV/0!
		#DIV/0!
		#DIV/0!
		#DIV/0!

List of issues to address during the site visit: *list issues that came up*

Site Visit Notes on Compliance with Reporting Require

Finding:

Corrective Action:

Recommendations:

Score Card

Assigned Weight

Reporting	20%
Budget & Finance	30%
Program Progress	30%
Site Visit	20%

Total Score (Points):

0

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation:

KEY:

REPORTING	
Average days past due date	Score (1 point = 1 day)
0	20
1	19
2	18

3	17
4	16
5	15
6	14
7	13
8	12
9	11
10	10
11	9
12	8
13	7
14	6
15	5
Above 15 days	0

	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
\$41,554.15	\$1,885,051.79	2.2%

PASS Receipt	Balance	Burn Rate
	\$87,525.00	
	\$87,525.00	
	\$16,251.00	
	\$29,022.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
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	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
\$0.00	\$220,323.00	0.0%

\$41,554.15	\$2,105,374.79	1.9%
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October		
Reported	Balance	Progress Rate
2,228	27,572	7.5%
385	3,865	9.1%
450	12,971	3.3%
2,200	27,120	7.5%
102	629	13.9%
116	1,192	8.9%
	0	
5,705	48,015	10.6%
52	324	13.8%
	474	
175	1,996	8.0%
15,293	131,522	10.4%
2,559	23,041	10.0%
92	1,422	6.1%
	0	
5,716	53,486	9.7%
	1,259	
	0	
	0	
1	-1	#DIV/0!
1	-1	#DIV/0!
	0	
	0	
	0	
	0	

during the quarter, outlined in the CURT report, and import

ments: *Site Visit Notes on Finance*

	Finding:
--	-----------------

	Corrective Action:
	Recommendation:

Raw Score (Points)

12	8	Average Day Reports sub
0	3.79%	Average Burn Rate
30	8.7%	Average Progress Rate
#DIV/0!	#DIV/0!	Total Site Visit Score

/100

BUDGET		PROG
Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate
8.33%	30	8.33%
8.05	29	8.05
7.77	28	7.77

7.50	27	7.50
7.22	26	7.22
6.94	25	6.94
6.66	24	6.66
6.39	23	6.39
6.11	22	6.11
5.83	21	5.83
5.55	20	5.55
5.28	19	5.28
5.00	18	5.00
4.72	17	4.72
4.44	16	4.44
4.17	15	4.17
Below 4.17%	0	Below 4.17%

\$76,630.71	\$2,028,744.08	3.6%	\$126,088.84
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November			
Reported	Balance	Progress Rate	Reported
2,141	25,432	7.2%	1,909
389	3,476	9.2%	359
292	12,679	2.2%	334
2,084	25,036	7.1%	2,057
	629		2
196	996	15.0%	114
	0		
6,028	41,988	11.2%	6,580
49	275	13.0%	62
	474		
167	1,829	7.7%	221
14,407	117,115	9.8%	13,657
2,340	20,701	9.1%	3,004
44	1,378	2.9%	99
4	-4	#DIV/0!	25
5,370	48,116	9.1%	4,997
	1,259		
	0		
	0		
	-1		
	-1		
	0		
	0		
	0		
	0		

ant trends observed in the table above.

and Budget Management: ***Site Visit Notes on Progr***

	Finding:
--	-----------------

27	94%	17
26	92%	16
25	90%	15
24	88%	14
23	86%	13
22	84%	12
21	82%	11
20	80%	10
19	78%	9
18	76%	8
17	74%	7
16	72%	6
15	70%	5
0	Below 70%	0

\$1,902,655.24	5.9%	\$244,273.70
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December		Q1
Balance	Progress Rate	Reported
23,523	6.4%	6,278
3,117	8.4%	1,133
12,345	2.5%	1,076
22,980	7.0%	6,341
627	0.3%	104
882	8.7%	426
0		0
35,408	12.2%	18,312
214	16.4%	163
474		0
1,608	10.2%	562
103,458	9.3%	43,357
17,697	11.7%	7,903
1,279	6.5%	235
-29	#DIV/0!	29
43,119	8.4%	16,083
1,259		0
0		0
0		0
-1		1
-1		1
0		0
0		0
0		0
0		0

am and Performance Progress

--

3.8%

QUARTER 1

Average Progress Rate

7.0%

8.9%

2.7%

7.2%

7.1%

10.9%

11.4%

14.4%

8.6%

9.8%

10.3%

5.2%

9.1%

Service Category	Question No.	Question
Personnel	1	Are written personnel policies and procedures available?
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?
Personnel	4	Staffing pattern in line with (matches current) budget plan?
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?
Personnel	6	Staff certifications and licenses are current and evident in the employee file?
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?
Personnel	8	Staff development program includes training?
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, para-legal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?
Personnel	12	Is the up-to-date organization chart available?

Service Category	Question No.	Question
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?
Financial	14	Were the accounting records readily available?

Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?
Financial	17	Are participants' contributions recorded and expended for the program?
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?
Financial	21	Were written procurement policies and procedures readily available?
Financial	22	Did it state clear specifications on request for bids and/or competition process?
Financial	23	Were files maintained for all purchases?
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?

Service Category	Question No.	Question
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?
Administration And Reports	28	Is it used?

Service Category	Question No.	Question
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?
Facility	30	Is there adequate space for conducting program activities?
Facility	31	Is there space for providing confidential counseling sessions for seniors?
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?

Facility	33	Evidence of employee orientation to policies and drug awareness program?
Facility	34	Crime reduction hot spot plan is implemented?
Facility	35	Are business operations sections separated from the service provision areas?
Facility	36	Is there an up-to-date emergency preparedness plan available?

Service Category	Question No.	Question
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?

General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?
General Service Delivery	53	Is organization receiving positive scores on Grade DC?
General Service Delivery	54	Is the organization involved in community outreach and public education activities?
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.

Service Category	Question No.	Question
Case Management	56	Does the agency review all participant records of care, services, costs, sources of funds, vehicle records and agency procedures monthly, weekly or more often if needed?
Case Management	57	Does the agency assess the need for and initiate protective arrangements?
Case Management	58	Does the agency participate as a member of the participant's plan of care team?
Case Management	59	Does the agency include participants, family members, and friends in the development and implementation of the plan of care, as appropriate?
Case Management	60	Does the agency arrange and rearrange the services to be delivered to participants, as prescribed in the plan of care?
Case Management	61	Does the agency coordinate services provided to the participant by agencies, family and friends?
Case Management	62	Does the agency monitor the services delivered to the participant, including identification and resolution of problems with the provider of services?

Case Management	63	Does the agency provide supportive counseling to participant and family as appropriate?
Case Management	64	Does the agency provide telephone reassurance and friendly visiting to participants as part of the case management program?
Case Management	65	Does the agency conduct outreach in nursing homes, hospitals and agencies funded by the Office on Aging?
Case Management	66	In the event the case manager determines a client to be in crisis and cannot provide the intervention, or because of the client's unwillingness to accept services for other reasons, does the case manager:
Case Management	67	Contact by phone the appropriate crisis intervention agency once this determination is made?
Case Management	68	Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?
Case Management	69	Contact the crisis intervention agency within two weeks of the initial referral call to ensure an appropriate intervention was initiated?

Service Category	Question No.	Question
Comprehensive Assessment	70	Are requests for service received and processed within five (5) working days of receipt, including identification of possible eligibility for comprehensive assessment service funded from another source other than the Office on Aging?
Comprehensive Assessment	71	Is the assessment started, using the standard Office on Aging approved comprehensive assessment instrument, within five (5) working days after receipt of application?
Comprehensive Assessment	72	Are the initial and periodic comprehensive assessment interviews conducted with participants, family, and friends as appropriate?
Comprehensive Assessment	73	Does the agency participate as part of the plan of care team?
Comprehensive Assessment	74	Is an assessment plan for each new participant developed within thirty (30) working days after enrollment; does the plan include a schedule for comprehensive reassessment sessions?
Comprehensive Assessment	75	Are participants' needs annually or more frequently reassessed, with revisions made in the plan as necessary? Are any observed changes immediately noted in the plan of care?

Comprehensive Assessment	76	Are specialized evaluations (i.e., physical, psychological, vision, etc.) of the participants recommended and arranged as indicated by the assessment interview?
Comprehensive Assessment	77	Are specific services needed by the participant recommended as a result of the assessment interview (without regard to the service's availability)?
Comprehensive Assessment	78	Is outreach conducted in nursing homes, hospitals, and agencies funded by the Office on Aging?

Service Category	Question No.	Question
Congregate Meal	79	Are applicants referred to the nutrition center nearest their residence?
Congregate Meal	80	Are client intakes and nutrition screenings conducted for each participant to determine eligibility and updated at least annually?
Congregate Meal	81	Does the nutrition site maintain a system of meal reservations and meals served to allow for accurate planning and accountability?
Congregate Meal	82	Are congregate meals served within two hours after delivery, if catered, or within two hours, if prepared on site? All meals, including those held for latecomers, should be served by 1 p.m.
Congregate Meal	83	In addition to serving a complete mid-day meal in a group setting, does the site offer two or more activities daily e.g., Recreation/Socialization, Nutrition Education, Counseling, etc.) as posted on a preplanned calendar?
Congregate Meal	84	Are special programs planned and coordinated in conjunction with congregate meals, including (but not limited to) nutrition education, health education, and other health and social supportive services and activities?
Congregate Meal	85	Do participants have an opportunity to take part in the Senior Service Neighborhood Advisory Council (SSNAC)?
Congregate Meal	86	Are recreation and socialization activities coordinated with nutrition centers and other service providers?
Congregate Meal	87	Does the center have a plan of operation, describing coordination with other community resources and programs?
Congregate Meal	88	Are meals served as planned and delivered?

Congregate Meal	89	For sites not served by DCOA approved meal contractors/providers, do meals meet or exceed one-third of the RDA, and any additional standards set by the D.C. Office on Aging, as certified by a licensed and registered dietitian?
Congregate Meal	90	Does the site have adequate space and operable equipment for the program, including range, oven, refrigerator, sink, tables, and chairs, where applicable?
Congregate Meal	91	When food is prepared on-site, is the site licensed and inspected by the Department of Consumer and Regulatory Affairs and certified as a food service establishment? Are current food service inspection reports by the Department of Consumer and Regulatory Affairs posted? Are all required certificates on file and available for review at all times?
Congregate Meal	92	Does the site have locked, sanitary, and secure storage space available for supplies and caterer's equipment (if catered)?
Congregate Meal	93	Is the site available a minimum of 4 hours daily Monday through Friday?
Congregate Meal	94	Does the site operate under the auspices of the OoA Lead Agency responsible for the service area?
Congregate Meal	95	Are the recipients of services involved as much as possible in assisting the center manager in planning and developing relevant programs, and in neighborhood outreach?
Congregate Meal	96	Does the sponsor of the center, in cooperation with the Lead Agency, contribute program support by developing neighborhood awareness, involving churches, organizations, and other interested persons? Are things like providing space, utilities, maintenance, incidental expenses, and recruitment of volunteers, programming activities, and service development included in sponsorship?
Congregate Meal	97	Is the specific role of the sponsor in the nutrition center defined by the Lead Agency in its project plan?
Congregate Meal	98	Are personnel and volunteers associated with the congregate meal service trained in the sanitary handling of food, fire safety, and basic first aid, particularly in dealing with choking and coronary attacks?
Congregate Meal	99	Do center managers and assistant center managers have current food handlers' certificates?
Congregate Meal	100	Does the grantee agency provide training and supervision of nutrition center staff, or coordinate training provided by others?

Congregate Meal	101	Does the grantee agency reconcile the records of nutrition centers and the caterer to make sure the number of meals delivered agrees with the number of meals received?
Congregate Meal	102	Does the grantee agency ensure each center has paid or volunteer staff qualified to provide the service?
Congregate Meal	103	Does the grantee agency interpret program policy for staff based at nutrition centers?

Service Category	Question No.	Question
Counseling	104	Does the agency receive and respond to requests for service within three (3) working days of receipt, including identification of possible eligibility for counseling service funded from another source other than the Office on Aging?
Counseling	105	Does the agency start evaluating the need for specific types of counseling within three (3) working days after receipt of application?
Counseling	106	Does the agency conduct an assessment of the participant's social and family circumstances?
Counseling	107	Does the agency develop a counseling plan for each new participant within five (5) working days after enrollment? Does the plan include a schedule for counseling sessions
Counseling	108	Does the agency provide supportive counseling, family counseling, and group counseling, as needed or requested?
Counseling	109	Does the agency reassess participant needs every six (6) months or more frequently, with revisions made in the plan as necessary? Are observed changes immediately noted in the plan of care?
Counseling	110	Does the agency provide telephone reassurance and friendly visiting to participants as part of the counseling program?
Counseling	111	Does the agency provide other supportive services as needed including -- but not limited to--outreach, placement, advocacy assistance, education (ie crime prevention, health, literacy and consumer education)?
Counseling		In the event that the counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reasons, does the counselor:
Counseling	112	· Contact by phone the appropriate crisis intervention agency once this determination is made?

Counseling	113	· Submit a written referral as a follow-up to the telephone call to the crisis intervention agency within five working days of the initial call?
Counseling	114	· Contact the crisis intervention agency within two weeks of the initial referral call to ensure the appropriate intervention was initiated?

Service Category	Question No.	Question
Health Promotion	115	Are physical activity sessions held a minimum of two times a week?
Health Promotion	116	Was a citywide health resource file developed within six (6) months of operation, and updated semi-annually thereafter?
Health Promotion	117	Does the agency develop and distribute monthly calendars of scheduled activities and events?
Health Promotion	118	Does the agency implement and report all sessions accurately?
Health Promotion	119	Does the agency plan and schedule at least three health promotion activities per week?
Health Promotion	120	Do health promotions activities exceed a two-hour period, except for planned all day activities?

Service Category	Question No.	Question
Home Delivered Meals	121	Are clients or responsible persons informed of the time limit for this service; the need for home visit, and an in-home assessment by a social worker or other qualified person every six months or more often, if needed?
Home Delivered Meals	122	Has an intake process been conducted including nutrition screening, to determine each participant's eligibility, according to the criteria outlined under Service Eligibility (see above); and obtain proper documentation to support the need for meals within 5 working days of the application/request;
Home Delivered Meals	123	Are arrangements made for delivery of meals?
Home Delivered Meals	124	Are home-delivered meal slots held for clients who are hospitalized?
Home Delivered Meals	125	Is food removed from insulated containers before arrival at a delivery location?

Service Category	Question No.	Question
Recreation Socialization	126	Does each site plan and schedule at least two activities each day unless health promotion or another activity takes up the program day?
Recreation Socialization	127	Are program procedural instruments (ie , personnel manual, affirmative action plan, etc.) developed within three (3) months after initial opening of the program, and updated annually?
Recreation Socialization	128	Is a monthly calendar of scheduled events developed and distributed?
Recreation Socialization	129	Are social and recreational activities arranged with and for participants (ie arts and crafts, educational and recreational games, outings and parties, etc.)?
Recreation Socialization	130	Are all recreation and socialization activities supervised?

Service Category	Question No.	Question
Weekend Home Delivered Meals	131	Are clients needs reassessed by a social worker or other qualified person at least every six months to determine a continuing need for service?
Weekend Home Delivered Meals	132	Is weekend home delivered meals service coordinated with the caterer and the transportation of meals provider?

Service Category	Question No.	Question
Nutrition Counseling	133	Are nutritional assessments completed within 5 working days?
Nutrition Counseling	134	Has a nutrition counseling plan been developed for each new participant within 5 working days after enrollment and does it include a follow up plan for nutrition counseling?
Nutrition Counseling		In the event that a counselor determines a client is in crisis and cannot provide the intervention necessary to stabilize the situation due to the client's unwillingness to accept service for other reason, are the following steps documented:
Nutrition Counseling	135	Appropriate healthcare providers are contacted;
Nutrition Counseling	136	A written referral as a follow-up to the telephone call to the health care providers has been made within five (5) working days of the initial call;

Nutrition Counseling	137	Contact with crisis intervention agency(ies) are made within two weeks of the initial referral to ensure the appropriate intervention was begun ?
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Service Category	Question No.	Question
Nutrition Education	138	Are intake procedures developed that ensure eligible applicants know about conditions for participation?
Nutrition Education	139	Are program plans documented and nutrition education sessions held at least on a semi-annual basis at each site?
Nutrition Education	140	Are preplanned calendars of events distributed to participants in the nutrition program?

Service Category	Question No.	Question
General Service Delivery	146	Are there waiting lists for agency services?
General Service Delivery	147	Is there any evidence that the program provides financial, legal, or other services or advice (except for referral to qualified agencies or programs) as prohibited by the service Standards?
Case Management	148	Is there evidence that psychotherapy counseling is provided by a non- licensed, non-certified or untrained therapist as prohibited by the Service Standards?
Congregate Meal	149	Is there evidence that meals are taken away from the congregate meal service center to be consumed in the participant's home as prohibited by the Service Standards?
Counseling	145	Is there evidence that psychotherapy counseling is provided by a non- licensed, certified or specially trained therapist as prohibited by the Service Standards?
Recreation Socialization	144	Is there evidence that the program is providing health care or medical services as prohibited by the Service Standards?
Weekend Home Delivered Meals	143	Is there evidence that the program is providing case management services for participants with multiple needs as prohibited by the Service Standards?
Nutrition Counseling	141	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?
Nutrition Education	142	Is there evidence that the program is providing unlicensed medical services as prohibited by the Service Standards?

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment

0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment

0	0		

Yes	No	N/A	Comment
-	-	-	-

0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
0	0		

Yes	No	N/A	Comment
-	-	-	-

RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Extremely satisfied</th> <th style="width: 50%; text-align: center;">Moderately satisfied</th> </tr> </thead> <tbody> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Name: _____	Verify Age: _____										
Please rank your level of satisfaction with the quality of meals at this facility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Extremely satisfied</th> <th style="width: 50%; text-align: center;">Moderately satisfied</th> </tr> </thead> <tbody> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td><td style="height: 20px;"></td></tr> </tbody> </table>	Extremely satisfied	Moderately satisfied								
Extremely satisfied	Moderately satisfied										
Please rank your level of satisfaction with the delivery of meals at this facility											
Please rank your level of satisfaction with the quality of program activities at this facility											
Please rank your level of satisfaction with the delivery of program activities at this facility											

Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	

How long will it take to enroll those on the list:	

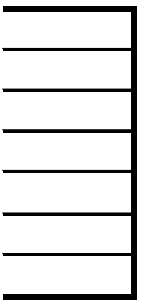
Sit

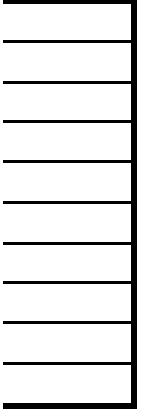
Finding:
Deficiencies:
Corrective Actions Planned:

	Score	Compliance
Personnel	100%	11
Financial	100%	12
Administration And Reports	100%	4
Facility	100%	8
General Service Delivery	100%	19
Case Management	100%	14
Comprehensive Assessment	100%	9
Congregate Meal	100%	23
Counseling	100%	11
Health Promotion	100%	6
Home Delivered Meals	60%	3
Recreation Socialization	100%	5
Weekend Home Delivered Meals	100%	2
Nutrition Counseling	100%	5
Nutrition Education	100%	3
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor		
Total Site Visit Score	99%	135

te Visit Notes:

Non-Compliance	TOTAL Questions
0	11
0	12
0	4
0	8
0	19
0	14
0	9
0	23
0	11
0	6
2	5
0	5
0	2
0	5
0	3
2	137





Total	\$2,146,928.94	0.132486257
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Program and Performance Progress:

	Performance Objective	YTD Progress Rate
Congreate Meals Weekday	29,800	20.1%
Congreate Meals Weekend	4,250	25.0%
Counseling	13,420	7.2%
Health Promotion	29,320	20.0%
Nutrition Counseling	730	4.0%
Nutrition Education	1,308	26.6%
Evidence Based Title IIID/F		#DIV/0!
Washington Seniors Wellness	53,720	34.2%
Comprehensive Assesment	376	31.6%
Comprehensive Assesment Title IIIB	474	0.0%
Case Management	2,170	33.3%
Home Delivered Meals Weekday	146,815	28.3%
Home Delivered Meals Weekend	25,600	29.7%
Heavy house cleaning	1,514	14.1%
Caregiver respite Title IIIE		#DIV/0!
Recreation/ Socialization	59,202	23.9%
Case Management Title IIIB	1,259	0.0%
Oasis HDM Program		#DIV/0!
GFS Catering Service		#DIV/0!
		#DIV/0!
		#DIV/0!
		#DIV/0!
		#DIV/0!
		#DIV/0!
		#DIV/0!

List of issues to address during the site visit: *list issues that can*

Finding:

Corrective Action:

Recommendations:

Score Card

Assigned Weight

Reporting	20%
Budget & Finance	30%
Program Progress	30%
Site Visit	20%

Total Score (Points):

0

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation:

KEY:

REPORTING	
Average days past due date	Score (1 point = 1 day)
0	20

1	19
2	18
3	17
4	16
5	15
6	14
7	13
8	12
9	11
10	10
11	9
12	8
13	7
14	6
15	5
Above 15 days	0

\$102,173.62	\$2,044,755.32	4.8%
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January		
Reported	Balance	Progress Rate
1,934	27,866	6.5%
282	3,968	6.6%
337	13,083	2.5%
2,008	27,312	6.8%
6	724	0.8%
142	1,166	10.9%
	0	
6,171	47,549	11.5%
27	350	7.0%
	474	
210	1,960	9.7%
15,266	131,549	10.4%
2,513	23,087	9.8%
36	1,478	2.4%
	0	
4,330	54,872	7.3%
	1,259	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	
	0	

ne up during the quarter, outlined in the CURT report, and in

rements:

Site Visit Notes on Finance

	Finding:
	Corrective Action:
	Recommendation:

Raw Score (Points)

16	4	Average Day Reports sub
15	4.42%	Average Burn Rate
27	7.6%	Average Progress Rate
#DIV/0!	#DIV/0!	Total Site Visit Score

/100

f

BUDGET		PROC
Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate
8.33%	30	8.33%

8.05	29	8.05
7.77	28	7.77
7.50	27	7.50
7.22	26	7.22
6.94	25	6.94
6.66	24	6.66
6.39	23	6.39
6.11	22	6.11
5.83	21	5.83
5.55	20	5.55
5.28	19	5.28
5.00	18	5.00
4.72	17	4.72
4.44	16	4.44
4.17	15	4.17
Below 4.17%	0	Below 4.17%

\$93,235.23	\$1,951,520.09	4.3%	\$89,029.73
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Feburay			
Reported	Balance	Progress Rate	Reported
1,977	25,889	6.6%	2,069
327	3,641	7.7%	452
280	12,804	2.1%	344
1,895	25,417	6.5%	1,948
7	717	1.0%	16
104	1,062	8.0%	102
	0		
5,832	41,717	10.9%	6,393
22	328	5.9%	71
	474		
276	1,685	12.7%	238
12,506	119,043	8.5%	13,770
2,384	20,703	9.3%	2,705
96	1,382	6.3%	81
63	-63	#DIV/0!	12
4,644	50,228	7.8%	5,202
	1,259		
	0		
	0		
	0		
	0		
	0		
	0		
	0		
	0		

important trends observed in the table above.

	Finding:
	Corrective Action:
	Corrective Actions Planned:

mitted past due date

GRAM	SITE VISIT	
Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
30	100%	20

29	98%	19
28	96%	18
27	94%	17
26	92%	16
25	90%	15
24	88%	14
23	86%	13
22	84%	12
21	82%	11
20	80%	10
19	78%	9
18	76%	8
17	74%	7
16	72%	6
15	70%	5
0	Below 70%	0

\$1,862,490.36	4.1%	\$262,595.54
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March		Q1
Balance	Progress Rate	Reported
23,820	6.9%	5,980
3,189	10.6%	1,061
12,460	2.6%	961
23,469	6.6%	5,851
701	2.2%	29
960	7.8%	348
0		0
35,324	11.9%	18,396
257	18.8%	119
474		0
1,447	11.0%	724
105,273	9.4%	41,542
17,998	10.6%	7,602
1,301	5.4%	213
-75	#DIV/0!	75
45,026	8.8%	14,176
1,259		0
0		0
0		0
0		0
0		0
0		0
0		0
0		0
0		0
0		0

am and Performance Progress

4.4%

QUARTER 2

Average Progress Rate

6.7%

8.3%

2.4%

6.7%

1.3%

8.9%

11.4%

10.5%

11.1%

9.4%

9.9%

4.7%

8.0%

		#DIV/0!
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		#DIV/0!
	\$1,926,605.94	0.146615955

CDBG/Federal Funds	FY18 NGA Amount	YTD Burn Rate
Comprehensive Assessment Title III B	\$87,525.00	0.0%
Case Management Title III B	\$87,525.00	0.0%
Caregiver Supports Title III E	\$16,251.00	0.0%
Evidence Based Programming Title III B	\$29,022.00	0.0%
		#DIV/0!
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		#DIV/0!
		#DIV/0!
	\$220,323.00	0

Total	\$2,146,928.94	0.131569874
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Program and Performance Progress:

	Performance Objective	YTD Progress Rate
Congreate Meals Weekday	29,800	21.3%
Congreate Meals Weekend	4,250	34.3%
Counseling	13,420	6.8%
Health Promotion	29,320	20.6%
Nutrition Counseling	730	6.4%
Nutrition Education	1,308	10.2%
Evidence Based Title IIID/F		#DIV/0!
Washington Seniors Wellness	53,720	40.9%
Comprehensive Assesment	376	49.5%
Comprehensive Assesment Title IIIB	474	0.0%
Case Management	2,170	26.8%
Home Delivered Meals Weekday	146,815	27.5%
Home Delivered Meals Weekend	25,600	28.7%
Heavy house cleaning	1,514	37.4%
Caregiver respite Title IIIE		#DIV/0!
Recreation/ Socialization	59,202	26.7%
Case Management Title IIIB	1,259	0.0%
Oasis HDM Program		#DIV/0!
GFS Catering Service		#DIV/0!
Cong Meal Second Servin		#DIV/0!
Cong meal trash		#DIV/0!
Cong meal volunteer under		#DIV/0!
		#DIV/0!
		#DIV/0!
		#DIV/0!

List of issues to address during the site visit: *list issues that can*

Site Visit Notes on Compliance with Reporting Requi

Finding:

Corrective Action:

Recommendations:

Score Card

Assigned Weight

Reporting	20%
Budget & Finance	30%
Program Progress	30%
Site Visit	20%

Total Score (Points):

0

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation:

KEY:

REPORTING	
Average days past due date	Score (1 point = 1 day)
0	20

1	19
2	18
3	17
4	16
5	15
6	14
7	13
8	12
9	11
10	10
11	9
12	8
13	7
14	6
15	5
Above 15 days	0

\$98,287.97	\$2,048,640.97	4.6%
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April		
Reported	Balance	Progress Rate
2,034	27,766	6.8%
450	3,800	10.6%
279	13,141	2.1%
1,927	27,393	6.6%
1	729	0.1%
62	1,246	4.7%
	0	
6,982	46,738	13.0%
79	297	21.0%
	474	
172	1,999	7.9%
13,426	133,389	9.1%
2,668	22,932	10.4%
147	1,368	9.7%
33	-33	#DIV/0!
5,167	54,035	8.7%
	1,259	
	0	
	0	
33	-33	#DIV/0!
4	-4	#DIV/0!
17	-17	#DIV/0!
	0	
	0	
	0	

ne up during the quarter, outlined in the CURT report, and in

rements:

Site Visit Notes on Finance

	Finding:
	Corrective Action:
	Recommendation:

Raw Score (Points)

18	2	Average Day Reports sub
15	4.39%	Average Burn Rate
30	8.6%	Average Progress Rate
#DIV/0!	#DIV/0!	Total Site Visit Score

/100

f

BUDGET		PROC
Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate
8.33%	30	8.33%

8.05	29	8.05
7.77	28	7.77
7.50	27	7.50
7.22	26	7.22
6.94	25	6.94
6.66	24	6.66
6.39	23	6.39
6.11	22	6.11
5.83	21	5.83
5.55	20	5.55
5.28	19	5.28
5.00	18	5.00
4.72	17	4.72
4.44	16	4.44
4.17	15	4.17
Below 4.17%	0	Below 4.17%

	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
\$98,083.00	\$1,730,234.97	5.1%	\$86,100.20

PASS Receipt	Balance	Burn Rate	PASS Receipt
	\$87,525.00		
	\$87,525.00		
	\$16,251.00		
	\$29,022.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
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	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
\$0.00	\$220,323.00	0.0%	\$0.00

\$98,083.00	\$1,950,557.97	4.6%	\$86,100.20
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May			
Reported	Balance	Progress Rate	Reported
2,244	25,523	7.5%	2,061
466	3,334	11.0%	542
298	12,843	2.2%	341
2,146	25,247	7.3%	1,980
11	719	1.4%	35
34	1,212	2.6%	38
	0		
7,806	38,933	14.5%	7,209
56	241	14.9%	51
	474		
182	1,817	8.4%	229
14,148	119,241	9.6%	12,799
2,213	20,719	8.6%	2,465
140	1,228	9.2%	279
48	-81	#DIV/0!	88
5,841	48,194	9.9%	4,817
	1,259		
	0		
	0		
14	-47	#DIV/0!	
	-4		
	-17		
	0		
	0		
	0		

Important trends observed in the table above.

and Budget Management:

Site Visit Notes on Progress

	Finding:
	Corrective Action:
	Corrective Actions Planned:

mitted past due date

GRAM	SITE VISIT	
Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
30	100%	20

29	98%	19
28	96%	18
27	94%	17
26	92%	16
25	90%	15
24	88%	14
23	86%	13
22	84%	12
21	82%	11
20	80%	10
19	78%	9
18	76%	8
17	74%	7
16	72%	6
15	70%	5
0	Below 70%	0

\$1,864,457.77	4.0%	\$282,471.17
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June		Q1
Balance	Progress Rate	Reported
23,462	6.9%	6,339
2,792	12.8%	1,458
12,503	2.5%	918
23,267	6.8%	6,053
684	4.8%	47
1,174	2.9%	134
0		0
31,724	13.4%	21,996
190	13.6%	186
474		0
1,588	10.6%	582
106,442	8.7%	40,373
18,254	9.6%	7,346
949	18.4%	566
-169	#DIV/0!	169
43,377	8.1%	15,825
1,259		0
0		0
0		0
-47		47
-4		4
-17		17
0		0
0		0
0		0

am and Performance Progress

4.4%

QUARTER 3

Average Progress Rate

7.1%

11.4%

2.3%

6.9%

2.1%

3.4%

13.6%

16.5%

8.9%

9.2%

9.6%

12.5%

8.9%

Total	\$2,146,928.94	0.11220506
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Program and Performance Progress:

	Performance Objective	YTD Progress Rate
Congreate Meals Weekday	29,800	21.1%
Congreate Meals Weekend	4,250	30.7%
Counseling	13,420	19.4%
Health Promotion	29,320	19.3%
Nutrition Counseling	730	46.2%
Nutrition Education	1,308	14.2%
Evidence Based Title IIID/F		#DIV/0!
Washington Seniors Wellness	53,720	39.2%
Comprehensive Assesment	376	73.3%
Comprehensive Assesment Title IIIB	474	0.0%
Case Management	2,170	33.8%
Home Delivered Meals Weekday	146,815	29.2%
Home Delivered Meals Weekend	25,600	27.8%
Heavy house cleaning	1,514	12.6%
Caregiver respite Title IIIE		#DIV/0!
Recreation/ Socialization	59,202	26.5%
Case Management Title IIIB	1,259	0.3%
Oasis HDM Program		#DIV/0!
GFS Catering Service		#DIV/0!
Cong Meal second servin		#DIV/0!
Cong meal spouse under 60		#DIV/0!
Cong meal trash		#DIV/0!
Cong meal diasbled under		#DIV/0!
		#DIV/0!
		#DIV/0!

List of issues to address during the site visit: *list issues that can*

Site Visit Notes on Compliance with Reporting Requi

Finding:

Corrective Action:

Recommendations:

Score Card

Assigned Weight

Reporting	20%
Budget & Finance	30%
Program Progress	30%
Site Visit	20%

Total Score (Points):

0

Final Notes: *Please write your overall evaluation of the site visit*

Recommendation:

KEY:

REPORTING	
Average days past due date	Score (1 point = 1 day)
0	20

1	19
2	18
3	17
4	16
5	15
6	14
7	13
8	12
9	11
10	10
11	9
12	8
13	7
14	6
15	5
Above 15 days	0

	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
\$104,840.31	\$1,821,765.63	5.4%

PASS Receipt	Balance	Burn Rate
	\$87,525.00	
	\$87,525.00	
	\$16,251.00	
	\$29,022.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
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	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
	\$0.00	
\$0.00	\$220,323.00	0.0%

\$104,840.31	\$2,042,088.63	4.9%
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July		
Reported	Balance	Progress Rate
2,066	27,734	6.9%
465	3,785	10.9%
1,149	12,271	8.6%
1,894	27,426	6.5%
169	561	23.2%
59	1,249	4.5%
	0	
7,445	46,275	13.9%
111	265	29.6%
	474	
167	2,004	7.7%
13,568	133,247	9.2%
2,434	23,166	9.5%
97	1,418	6.4%
118	-118	#DIV/0!
5,444	53,758	9.2%
	1,259	
	0	
	0	
11	-11	#DIV/0!
	0	
	0	
	0	
	0	
	0	

ne up during the quarter, outlined in the CURT report, and in

rements: *Site Visit Notes on Finance*

	Finding:
	Corrective Action:
	Recommendation:

Raw Score (Points)

20	-1	Average Day Reports sub
0	3.74%	Average Burn Rate
30	9.5%	Average Progress Rate
#DIV/0!	#DIV/0!	Total Site Visit Score

/100

f

BUDGET		PROC
Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate
8.33%	30	8.33%

8.05	29	8.05
7.77	28	7.77
7.50	27	7.50
7.22	26	7.22
6.94	25	6.94
6.66	24	6.66
6.39	23	6.39
6.11	22	6.11
5.83	21	5.83
5.55	20	5.55
5.28	19	5.28
5.00	18	5.00
4.72	17	4.72
4.44	16	4.44
4.17	15	4.17
Below 4.17%	0	Below 4.17%

	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
\$96,022.98	\$1,725,742.65	5.0%	\$40,033.00

PASS Receipt	Balance	Burn Rate	PASS Receipt
	\$87,525.00		
	\$87,525.00		
	\$16,251.00		
	\$29,022.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
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	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
	\$0.00		
\$0.00	\$220,323.00	0.0%	\$0.00

\$96,022.98	\$1,946,065.65	4.5%	\$40,033.00
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August			
Reported	Balance	Progress Rate	Reported
2,299	25,436	7.7%	1,917
479	3,306	11.3%	362
482	11,790	3.6%	968
2,094	25,332	7.1%	1,661
138	424	18.8%	31
82	1,167	6.3%	45
	0		
7,665	38,610	14.3%	5,972
92	173	24.3%	73
	474		
293	1,711	13.5%	276
14,216	119,031	9.7%	15,049
2,131	21,035	8.3%	2,554
95	1,323	6.2%	
234	-352	#DIV/0!	78
5,685	48,073	9.6%	4,582
	1,259	%	4
	0		
	0		
53	-64	#DIV/0!	22
4	-4	#DIV/0!	
20	-20	#DIV/0!	5
	0		2
	0		
	0		

important trends observed in the table above.

and Budget Management:

Site Visit Notes on Progress

	Finding:
	Corrective Action:
	Corrective Actions Planned:

mitted past due date

GRAM	SITE VISIT	
Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
30	100%	20

29	98%	19
28	96%	18
27	94%	17
26	92%	16
25	90%	15
24	88%	14
23	86%	13
22	84%	12
21	82%	11
20	80%	10
19	78%	9
18	76%	8
17	74%	7
16	72%	6
15	70%	5
0	Below 70%	0

\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$1,685,709.65	2.1%	\$219,569.93

Balance	Burn Rate	PASS Receipt
\$87,525.00		
\$87,525.00		
\$16,251.00		
\$29,022.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
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\$0.00		
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\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$0.00		
\$220,323.00	0.0%	\$0.00

\$1,906,032.65	1.9%	\$219,569.93
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September		Q1
Balance	Progress Rate	Reported
23,519	6.4%	6,281
2,944	8.5%	1,306
10,822	7.2%	2,599
23,671	5.7%	5,649
393	4.2%	338
1,122	3.4%	186
0		0
32,638	11.1%	21,082
100	19.4%	276
474		0
1,436	12.7%	735
103,982	10.3%	42,833
18,481	10.0%	7,119
1,323		191
-430	#DIV/0!	430
43,491	7.7%	15,711
1,255	0.3%	4
0		0
0		0
-86	#DIV/0!	86
-4		4
-25	#DIV/0!	25
-2	#DIV/0!	2
0		0
0		0

am and Performance Progress

3.7%

QUARTER 1

Average Progress Rate

7.0%

10.2%

6.5%

6.4%

15.4%

4.7%

13.1%

24.4%

11.3%

9.7%

9.3%

6.3%

8.8%

0.3%

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: East Rock Creek Village
 Grant Title: FY18 Senior Villages - Training and Support
 Grantee Address: 7838 Eastern Avenue NW
 Grant Monitor Name: Phil Hashey

Grant Period: 11/22/2017
 Total Grant Amount: \$48,927
 Local/District Grant Amount: \$48,927
 Federal Grant Amount: \$0

Date of visit: 2/14/2018
 Total Score for the visit: 70 / 100
 Grantee #: EASTRCV-18
 PO#: PO577557

Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports. This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.

Compliance with Reporting Requirement:

Unit Invoice M1 CURT (page 40) Q & Y (page 59)	November				December			
	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
	December 15, 2017	N/A	N/A		January 20, 2018	January 18, 2018	January 19, 2018	-1
	December 20, 2017				January 31, 2018	January 31, 2018	January 31, 2018	0
	December 30, 2017				January 31, 2018	January 31, 2018	January 31, 2018	0

Finance and Budget Management:

Local/District Funds	FY16 NGA Amount	YTD Burn Rate	October			November			December			QUARTER 1	
			PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
Personnel	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
Travel	\$1,686.00	0.0%	\$0.00	\$1,686.00	0.0%	\$0.00	\$1,686.00	0.0%	\$0.00	\$1,686.00	0.0%	\$0.00	0.0%
Occupancy	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
Communication	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
Supplies/Equipments	\$3,575.50	0.0%	\$0.00	\$3,575.50	0.0%	\$0.00	\$3,575.50	0.0%	\$0.00	\$3,575.50	0.0%	\$0.00	0.0%
Other Directs	\$43,665.00	2.3%	\$0.00	\$43,665.00	0.0%	\$0.00	\$43,665.00	0.0%	\$991.00	\$42,674.00	2.3%	\$991.00	0.8%
Indirect/Overhead	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!		
	\$48,926.50	0.020254872	\$0.00	\$48,926.50	0.0%	\$0.00	\$48,926.50	0.0%	\$991.00	\$47,935.50	2.0%	\$991.00	0.7%
Federal Funds	FY16 NGA Amount	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
N/A													
N/A	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
Total	\$48,926.50	0.020254872	\$0.00	\$48,926.50	0.0%	\$0.00	\$48,926.50	0.0%	\$991.00	\$47,935.50	2.0%	\$991.00	0.7%

Program and Performance Progress:

Performance Objective	YTD Progress Rate	October			November			December			QUARTER 1	
		Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	
N/A	0	#DIV/0!	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

This initial site visit was concerned primarily with ensuring that the grantee partnership had made satisfactory progress to date on the objectives of the grant, including identifying appropriate consultants and contractors (making up the bulk of the grant's budget). Additional issues include financial management and compliance with other administrative requirements.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding: All applicable M-Is, CURT reports, and Q & Ys to date have been submitted on time.	Finding: ERCV uses "Village Connect" as a financial management and client management platform to track program expenditures, and track village member participation. ERCV's Treasurer reconciles the bank statements and forwards to the Board President for review/approval.	Finding: Grantee villages have held several planning meetings and interfaced with other villages to ensure participation from the District-wide network of villages. Trainings have been scheduled for April, May, and June 2018. Two of three subject matter experts have been selected, but contracts for their services have not yet been executed. Two program managers have also been selected for hire, but contracts are not executed.
Corrective Action: None.	Deficiencies: Financial management procedures not memorialized in writing.	
Recommendations: Continue to submit reporting in a timely fashion.	Corrective Actions Planned: Memorialize financial management procedures.	Recommendations: Execute contracts on pending hires as soon as possible.

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	20	0
Budget & Finance	30%	0	0.68%
Program Progress	30%	30	#DIV/0!
Site Visit	20%	20	0%

Average Day Reports submitted past due date
 Average Burn Rate
 Average Progress Rate
 Total Site Visit Score

Total Score (Points): 70 /100

Final Notes: Please write your overall evaluation of the site visit

The principal concern during this site visit was program progress. Grantees have laid the groundwork for the project by lining up consultants and program managers, but contracts have not yet been executed. Grantees were urged during the visit to executed contracts so that the next phase of the workplan can begin in earnest. The grantees are completely volunteer-managed, which presents obvious challenges in grant administration. Once Program Managers are hired, progress on grant objectives will accelerate and budget burn reate will increase.

Recommendation: Continue to submit reports in timely fashion; memorialize financial management procedures; execute contracts on pending hires as soon as possible.

KEY:

REPORTING		BUDGET		PROGRAM		SITE VISIT	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20	8.33%	30	8.33%	30	100%	20
1	19	8.05	29	8.05	29	98%	19
2	18	7.77	28	7.77	28	96%	18
3	17	7.50	27	7.50	27	94%	17
4	16	7.22	26	7.22	26	92%	16
5	15	6.94	25	6.94	25	90%	15
6	14	6.66	24	6.66	24	88%	14
7	13	6.39	23	6.39	23	86%	13
8	12	6.11	22	6.11	22	84%	12
9	11	5.83	21	5.83	21	82%	11
10	10	5.55	20	5.55	20	80%	10
11	9	5.28	19	5.28	19	78%	9
12	8	5.00	18	5.00	18	76%	8
13	7	4.72	17	4.72	17	74%	7
14	6	4.44	16	4.44	16	72%	6
15	5	4.17	15	4.17	15	70%	5
Above 15 days	0	Below 4.17%	0	Below 4.17%	0	Below 70%	0

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?			1	Grantees do not have any personnel.
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?			1	
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?	1			Yes, as it pertains to contractors/consultants
Personnel	4	Staffing pattern in line with (matches current) budget plan?	1			The grantees are in the process of hiring the consultants/contractors contemplated in the program budget.
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?			1	
Personnel	6	Staff certifications and licenses are current and evident in the employee file?			1	
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?	1			Background checks are performed on all volunteers.
Personnel	8	Staff development program includes training?	1			The grant is designed to train the unpaid volunteer staff which run the grantee organizations.
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?	1			
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?	1			
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?	1			
Personnel	12	Is the up-to-date organization chart available?			1	
			7	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?		1		financial management procedures were not written down, recommended they memorialize.
Financial	14	Were the accounting records readily available?	1			I sat with Margie Odle, Treasurer, and went through their financial management tools on the computer, including accounting system 'Village Connect'

Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?	1			
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?	1			
Financial	17	Are participants' contributions recorded and expended for the program?	1			
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?	1			See program budget
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?			1	
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?			1	
Financial	21	Were written procurement policies and procedures readily available?		1		
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?	1			
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			6	2		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?			1	
Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?			1	
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?	1			Village Connect.
Administration And Reports	28	Is it used?	1			
			2	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?	1			
Facility	30	Is there adequate space for conducting program activities?	1			
Facility	31	Is there space for providing confidential counseling sessions for seniors?			1	
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?			1	
Facility	33	Evidence of employee orientation to policies and drug awareness program?			1	
Facility	34	Crime reduction hot spot plan is implemented?			1	
Facility	35	Are business operations sections separated from the service provision areas?	1			
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			3	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?	1			No progra materials have been produced yet, but logo will be used when materials are created.

General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?			1	
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?			1	
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?	1			
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?			1	
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.	1			
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.	1			
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.	1			Grantees are completely volunteer-managed.
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?	1			
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?	1			
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?	1			A major theme of the training program is educating village volunteers about these programs.
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?	1			
General Service Delivery	49	Are participants, family members, and/or caretakers informed of the cost of providing services and offered the opportunity to make voluntary contributions to help defray the cost?	1			
General Service Delivery	50	Does the agency maintain records, collect participant contributions, and prepare reports and other administrative efforts necessary to provide services?	1			
General Service Delivery	51	Are programs and activities planned as well-rounded activities and sessions designed to appeal to the needs of the elderly population in the service area?	1			
General Service Delivery	52	Does the agency implement and report all sessions/units accurately?	1			Grantee has been introduced to the CSTAR system. Further training is needed in order for the grantee to log training hours only into CSTAR.
General Service Delivery	53	Is organization receiving positive scores on Grade DC?			1	
General Service Delivery	54	Is the organization involved in community outreach and public education activities?	1			
General Service Delivery	55	Is the organization generally responsive to DCOA adhoc requests for information in a timely manner.	1			
			15	0		

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RANDOM SURVEY: ask at least 2 customers the below questions

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/>	Date of last nutrition screen: <input style="width: 40px;" type="text"/>	Date of medical clearance form: <input style="width: 40px;" type="text"/>	Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	

Name: _____	Verify Age: <input style="width: 40px;" type="text"/>	Date of last intake: <input style="width: 40px;" type="text"/>	Date of last nutrition screen: <input style="width: 40px;" type="text"/>	Date of medical clearance form: <input style="width: 40px;" type="text"/>	Date of last fitness waiver: <input style="width: 40px;" type="text"/>
	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of meals at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the quality of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	
Please rank your level of satisfaction with the delivery of program activities at this facility	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	

Site Visit: Please complete the following during a site visit

Do any of your programs currently have a waitlist:	YES / NO
How many on list and explain:	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
How long will it take to enroll those on the list:	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	
<input style="width: 100%; height: 20px;" type="text"/>	

Please describe your outreach efforts
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>

Site Visit Notes:

Finding: None

Deficiencies: None
Corrective Actions Planned: None

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	100%	7	0	7
Financial	75%	6	2	8
Administration And Reports	100%	2	0	2
Facility	100%	3	0	3
General Service Delivery	100%	15	0	15
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#REF!	#REF!	#REF!	#REF!
Congregate Meal	#REF!	#REF!	#REF!	#REF!
Counseling	#REF!	#REF!	#REF!	#REF!
Health Promotion	#REF!	#REF!	#REF!	#REF!
Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Recreation Socialization	#REF!	#REF!	#REF!	#REF!
Weekend Home Delivered Meals	#REF!	#REF!	#REF!	#REF!
Nutrition Counseling	#REF!	#REF!	#REF!	#REF!
Nutrition Education	#REF!	#REF!	#REF!	#REF!
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#REF!	#REF!	#REF!	#REF!

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:

Site Visit Notes on Finance and Budget Management:

Site Visit Notes on Program and Performance Progress

Finding:	Finding:	Finding:
Deficiencies:	Deficiencies:	Deficiencies:
Corrective Actions Planned:	Corrective Actions Planned:	Corrective Actions Planned:

Score Card

	Assigned Weight	Raw Score (Points)	
Reporting	20%	0	#DIV/0! Average Day Reports submitted past due date
Budget & Finance	30%	0	Average Burn Rate
Program Progress	30%	0	0.0% Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

**D.C. OFFICE ON AGING
PROGRAM AND GRANTS MONITORING CHECKLIST
FY 2018**

Grantee Name: East Rock Creek Village
 Grant Title: FY18 Senior Villages - Training and Support
 Grantee Address: 7838 Eastern Avenue NW
 Grant Monitor Name: Phil Hashey

Grant Period: 43061
 Total Grant Amount: 48926.5
 Local/District Grant Amount: 48926.5
 Federal Grant Amount: 0

Date of visit: _____
 Total Score for the visit: 0 / 80
 Grantee #: EASTRCV-18
 PO#: PO577557

*Presite form: Please fill in data each month while processing M1's and Unit Invoices, and reviewing CURT and Quarterly reports.
 This form will then be used as a required tool for quarterly site visits in order to assist in observing the complete quarterly performance.*

Compliance with Reporting Requirement:

Unit Invoice
 M1
 CURT (page 40)
 Q & Y (page 59)

April				May				June			
Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due	Due Date	Initial Date Received	Final Date Received	Days Past Due
May 15, 2018				June 15, 2018				July 14, 2018			
May 19, 2018				June 20, 2018				July 20, 2018			
May 31, 2018				June 30, 2018				July 31, 2018			
								July 20, 2018			

Finance and Budget Management:

Local/District Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	April			May			June			QUARTER 3		
				PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate	
Personnel	\$0.00	\$0.00	#DIV/0!		\$0.00			\$0.00				\$0.00			
Travel	\$1,686.00	\$0.00						\$0.00				\$0.00			
Occupancy	\$0.00	\$0.00	#DIV/0!					\$0.00				\$0.00			
Counseling	\$0.00	\$0.00	#DIV/0!					\$0.00				\$0.00			
Supplies/Equipments	\$3,575.50	\$0.00						\$0.00				\$0.00			
Other Directs	\$43,665.00	\$0.00	0.0%					\$0.00				\$0.00			
Indirect/Overhead	\$0.00	\$0.00	#DIV/0!					\$0.00				\$0.00			
	\$48,926.50	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	\$0.00	0.0%	\$0.00	0.0%	

Federal Funds	FY18 NGA Amount	YTD PASS Receipt	YTD Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Balance	Burn Rate	PASS Receipt	Average Burn Rate
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
N/A	\$0.00	#DIV/0!	#DIV/0!		\$0.00			\$0.00			\$0.00			
	\$ -	#DIV/0!	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	\$0.00	#DIV/0!	\$ -	

Total	\$48,926.50	#DIV/0!	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00	#DIV/0!	\$0.00	
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Program and Performance Progress:

Performance Objective	YTD Reported	YTD Progress Rate	April			May			June			QUARTER 3	
			Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Balance	Progress Rate	Reported	Average Progress Rate
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
N/A	0	0	#DIV/0!	0		0	0		0	0		0	
0	0	0	0%	0		0	0		0	0		0	
0	0	0	0%	0		0	0		0	0		0	

List of issues to address during the site visit: list issues that came up during the quarter, outlined in the CURT report, and important trends observed in the table above.

Site Visit Notes on Compliance with Reporting Requirements:		Site Visit Notes on Finance and Budget Management:		Site Visit Notes on Program and Performance Progress	
Finding:		Finding:		Finding:	
Deficiencies:		Deficiencies:		Deficiencies:	
Corrective Actions Planned:		Corrective Actions Planned:		Corrective Actions Planned:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	0	#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	0		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate

Total Score (Points): /80

Final Notes: Please write your overall evaluation of the site visit

KEY:

REPORTING		BUDGET		PROGRAM	
Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/ Progress Rate	Score (1 point = 0.27%)
0	20	8.33%	30	8.33%	30
1	19	8.05	29	8.05	29
2	18	7.77	28	7.77	28
3	17	7.50	27	7.50	27
4	16	7.22	26	7.22	26
5	15	6.94	25	6.94	25
6	14	6.66	24	6.66	24
7	13	6.39	23	6.39	23
8	12	6.11	22	6.11	22
9	11	5.83	21	5.83	21
10	10	5.55	20	5.55	20
11	9	5.28	19	5.28	19
12	8	5.00	18	5.00	18
13	7	4.72	17	4.72	17
14	6	4.44	16	4.44	16
15	5	4.17	15	4.17	15
Above 15 days	0	Below 4.17%	0	Below 4.17%	0

Corrective Actions Planned:		
		Corrective Actions Planned:
	Corrective Action Planned:	

Score Card

	Assigned Weight	Raw Score (Points)		
Reporting	20%	#DIV/0!	#DIV/0!	Average Day Reports submitted past due date
Budget & Finance	30%	30		Average Burn Rate
Program Progress	30%	0	0.0%	Average Progress Rate
Site Visit	20%	0	0%	Total Site Visit Score

Total Score (Points): /100

Final Notes: Please write your overall evaluation of the site visit

Findings:

Average days past due date	REPORTING		BUDGET		PROGRAM		SITE VISIT	
	Average days past due date	Score (1 point = 1 day)	Average Monthly Burn Rate	Score (1 point = 0.27%)	Average rate of obtaining objective/Progress Rate	Score (1 point = 0.27%)	Average Monthly Burn Rate	Score (1 point = 2%)
0	20		8.33%	30	8.33%	30	100%	20
1	19		8.05	29	8.05	29	98%	19
2	18		7.77	28	7.77	28	96%	18
3	17		7.50	27	7.50	27	94%	17
4	16		7.22	26	7.22	26	92%	16
5	15		6.94	25	6.94	25	90%	15
6	14		6.66	24	6.66	24	88%	14
7	13		6.39	23	6.39	23	86%	13
8	12		6.11	22	6.11	22	84%	12
9	11		5.83	21	5.83	21	82%	11
10	10		5.55	20	5.55	20	80%	10
11	9		5.28	19	5.28	19	78%	9
12	8		5.00	18	5.00	18	76%	8
13	7		4.72	17	4.72	17	74%	7
14	6		4.44	16	4.44	16	72%	6
15	5		4.17	15	4.17	15	70%	5
Above 15 days	0		Below 4.17%	0	Below 4.17%	0	Below 70%	0

KEY:

Service Category	Question No.	Question	Yes	No	N/A	Comment
Personnel	1	Are written personnel policies and procedures available?				
Personnel	2	Are qualification requirements for each position and position descriptions evident in the policy/personnel manual, and are resumes in file for all employees?				
Personnel	3	Does the recruitment and selection system provide for the public advertisement of vacancies, establishes controls to ensure consistencies with the budget plan, and enables a comparison of job candidate qualifications with position requirements?				
Personnel	4	Staffing pattern in line with (matches current) budget plan?				
Personnel	5	Are up-to-date, accurate personnel files maintained in an orderly fashion and properly secured to protect the confidentiality of all employees?				
Personnel	6	Staff certifications and licenses are current and evident in the employee file?				
Personnel	7	Background checks conducted on appropriate staff and/or volunteers?				
Personnel	8	Staff development program includes training?				
Personnel	9	Does the agency maintain, follow, and continually update a training and supervision program to ensure that advocacy staff, peer leaders and volunteers are fully trained and familiar with agency procedures?				
Personnel	10	Where appropriate, are agency personnel qualified by education, training, or professional license and certification, or experience in a related field including; DC licensed social worker, nutritionist/dietician, health educator, lawyer, paralegal, home care aide, psychologist, certified physical fitness instructors and contractors verifiable?				
Personnel	11	Is the organization certified/accredited or certification/accreditation up-to-date to provide services described in the grant award?				
Personnel	12	Is the up-to-date organization chart available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Financial	13	Are accounting procedures set out in writing and up-to-date in a manual?				
Financial	14	Were the accounting records readily available?				
Financial	15	Did records provide current, accurate and complete disclosure of financial expenditures and the use of funds?				
Financial	16	Are proposed financial matches (i.e. staff salaries as in-kind) being met?				
Financial	17	Are participants' contributions recorded and expended for the program?				
Financial	18	Is documentation available to explain how values of in-kind contributions were determined?				
Financial	19	Annual audits on file? Conducted by DC licensed CPA or Public Accountant?				
Financial	20	Were required prior approvals requested and obtained before making budgetary and programmatic revisions?				
Financial	21	Were written procurement policies and procedures readily available?				
Financial	22	Did it state clear specifications on request for bids and/or competition process?				
Financial	23	Were files maintained for all purchases?				
Financial	24	Clear terms, conditions and specifications for contractors to ensure adequate and timely follow-up of all purchases?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Administration And Reports	25	Are program procedural instruments (e.g., personnel manual, affirmative action plan, etc.) up-to-date and readily available?				

Administration And Reports	26	Has a citywide resource file been developed within six (6) months of operation, and updated semi-annually thereafter?				
Administration And Reports	27	Is there a system of recordkeeping for programmatic and administrative services?				
Administration And Reports	28	Is it used?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
Facility	29	Facility is clean, safe, secure and accessible to seniors and persons with disabilities?				
Facility	30	Is there adequate space for conducting program activities?				
Facility	31	Is there space for providing confidential counseling sessions for seniors?				
Facility	32	Drug Free Workplace Participant Contribution policies and other notices are properly displayed?				
Facility	33	Evidence of employee orientation to policies and drug awareness program?				
Facility	34	Crime reduction hot spot plan is implemented?				
Facility	35	Are business operations sections separated from the service provision areas?				
Facility	36	Is there an up-to-date emergency preparedness plan available?				
			0	0		

Service Category	Question No.	Question	Yes	No	N/A	Comment
General Service Delivery	37	DCOA logo is identifiable on electronic and print media?				
General Service Delivery	38	Universal Client intakes are complete, including information on A/IDLs, ethnicity and poverty status on all clients receiving services?				
General Service Delivery	39	Client Service Data System is used for applicable services; client data is uploaded semi-weekly at a minimum and new client intake data is accurately entered?				
General Service Delivery	40	Is an intake process developed and completed to ensure eligible applicants know about conditions for participation?				
General Service Delivery	41	Evidence of completion of Customer Satisfaction Surveys or tangible evidence of a timetable for completion?				
General Service Delivery	42	Evidence that transportation is limited to sites and activities in D.C. and within the Beltway.				
General Service Delivery	43	Seniors and/or their caregivers are notified of program closings in a timely manner.				
General Service Delivery	44	Is the agency recruiting and engaging partners/volunteers to work with participants? Please also indicate the number of active partners/volunteers in the comment section.				
General Service Delivery	45	Are the volunteers qualified/eligible to assist/provide assigned services to elderly or clients with disabilities?				
General Service Delivery	46	Are all participant records kept in a secure location to protect confidentiality?				
General Service Delivery	47	Does the agency provide participants, family members, and caretakers with information about other programs and services for which the participant might be eligible (e.g. Medicare, Medicaid, SSI), refer the participant to the proper service as necessary (e.g., transit, housing, legal assistance, energy assistance, etc.), and provide assistance to the participant in gaining public benefits?				
General Service Delivery	48	Are participants, family members, and/or caretakers informed of agency procedures for protecting confidentiality, for reviewing progress against the individual plan, participant rights, and other matters germane to the participant's decision to accept services?				

RANDOM SURVEY: ask at least 2 customers the below questions

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					
Please rank your level of satisfaction with the delivery of program activities at this facility					

Name: N/A _____

Verify Age:

Date of last intake:

Date of last nutrition screen:

Date of medical clearance form:

Date of last fitness waiver:

	Extremely satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	COMMENTS
Please rank your level of satisfaction with the quality of meals at this facility					
Please rank your level of satisfaction with the delivery of meals at this facility					
Please rank your level of satisfaction with the quality of program activities at this facility					

Please rank your level of satisfaction with the delivery of program activities at this facility

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Site Visit: *Please complete the following during a site visit*

Do any of your programs currently have a waitlist: YES / NO

How many on list and explain: N/A
How long will it take to enroll those on the list: N/A

Please describe your outreach efforts

Site Visit Notes:

Finding: None.
Deficiencies: None.
Corrective Actions Planned: None.

	Score	Compliance	Non-Compliance	TOTAL Questions
Personnel	#DIV/0!	0	0	0
Financial	#DIV/0!	0	0	0
Administration And Reports	#DIV/0!	0	0	0
Facility	#DIV/0!	0	0	0
General Service Delivery	#DIV/0!	0	0	0
Case Management	#DIV/0!	0	0	0
Comprehensive Assessment	#DIV/0!	0	0	0
Congregate Meal	#DIV/0!	0	0	0
Counseling	#DIV/0!	0	0	0
Health Promotion	#DIV/0!	0	0	0
Home Delivered Meals	#DIV/0!	0	0	0
Recreation Socialization	#DIV/0!	0	0	0
Weekend Home Delivered Meals	#DIV/0!	0	0	0
Nutrition Counseling	#DIV/0!	0	0	0
Nutrition Education	#DIV/0!	0	0	0
Program Monitor Observation Score On a scale of 1 to 5, how would you rate the provider overall? (5)-Excellent (4)-Very Good (3)-Good (2)-Fair (1)-Poor	4			
Total Site Visit Score	#DIV/0!	0	0	0