

Board Officers

Sue Horn, Chair
Jack Hilbert, Vice Chair
Rachel Zenzinger, Secretary
Jackie Millet, Treasurer
Dennis McCloskey, Immediate Past Chair
Jennifer Schaufele, Executive Director

AGENDA
ADMINISTRATIVE COMMITTEE
WEDNESDAY, JULY 17, 2013
1st Floor Monarch Pass Conference Room
1290 Broadway
➔ 5:30 P.M. ←

1. Call to Order

CONSENT AGENDA

2. *Move to Adopt the Consent Agenda

- Minutes of June 26, 2013
(Attachment A)
- A resolution authorizing the Executive Director to negotiate and execute a contract with the recommended firm to undertake the necessary activities to develop a regional economic strategy, funded by the SCI with a total contribution not to exceed \$107,800
(Attachment B) Jennifer Schaufele, Executive Director
- A resolution authorizing the Executive Director to negotiate and execute a contract with the recommended firm to undertake the necessary activities to develop a comprehensive regional housing strategy, with a total SCI contribution to the overall project cost not to exceed \$107,800
(Attachment C) Jennifer Schaufele, Executive Director
- A resolution authorizing the Executive Director to negotiate and execute non-project specific contract(s) with consulting firm(s) or consulting team(s) to provide technical support for DRCOG's travel and land use models for two years, with a potential of a one-year extension, for an amount not to exceed \$800,000
(Attachment D) Jennifer Schaufele, Executive Director
- A resolution authorizing the Executive Director to negotiate and execute non-project-specific contract(s) with consulting firm(s) or consulting team(s) to provide general planning services for an amount not to exceed \$500,000
(Attachment E) Jennifer Schaufele, Executive Director

***Motion Requested**

Disabled attendees are asked to notify DRCOG at least 48 hours in advance of the need for auxiliary aids or services

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ADMINISTRATIVE ITEMS

3. Report of the Executive Director
4. Results of the Area Agency on Aging Desk Evaluation
(Attachment F) Jayla Sanchez-Warren, Director, Area Agency on Aging
5. Other Matters by Members
6. **Next Meeting – August 21, 2013**
7. Adjournment

MINUTES
ADMINISTRATIVE COMMITTEE
Wednesday, June 26, 2013

Present:

Jack Hilbert, Chair	Douglas County
Rachel Zenzinger	Arvada
Sue Horn	Bennett
KC Becker	Boulder
Elise Jones	Boulder County
Dennis McCloskey	Broomfield
Doug Tisdale	Cherry Hills Village
Chris Nevitt	Denver
Rocky Piro	Denver
Ron Rakowsky	Greenwood Village
Adam Paul	Lakewood
Jackie Millet	Lone Tree
Katie Witt	Longmont

Others Present: Jennifer Schaufele, Executive Director; Connie Garcia, Executive Assistant/Board Coordinator, and DRCOG staff.

Chair Jack Hilbert called the meeting to order at 5:45 p.m. with a quorum present.

Motion to Adopt the Consent Agenda

Ron Rakowsky **moved, seconded** by Doug Tisdale, to adopt the consent agenda. The motion **passed unanimously**. Items on the consent agenda included:

- Minutes of May 15, 2013
- Resolution No. 11, 2013 authorizing the Executive Director to negotiate and execute a contract amendment with Amélie Company to include additional advertising and promotional campaigns
- Resolution No. 12, 2013 authorizing the Executive Director to negotiate and execute a contract with Ride Amigos for online trip planning and ridematching software
- Resolution No. 13, 2013 establishing the Denver Regional Council of Governments Firefighter Intraregional Recruitment and Employment (FIRE) program policies and the authority of the FIRE Advisory Committee

Report of the Executive Director

No report was given.

EXECUTIVE SESSION

At 5:48 p.m. it was moved and seconded to go into Executive Session for discussion of a personnel matter. Chair Jack Hilbert was present and presided over the Executive Session. The Executive Session concluded at 7:30 p.m. and returned to open session.

Doug Tisdale **moved, seconded** by Chris Nevitt, to accept the summary report as provided and the proposed recommendations as presented. There was discussion.

It was noted that items will be added to the improvement plan, to be discussed between the Executive Director and the Chair. It was further noted that a written document will be produced to be used at the six month review.

After discussion, the motion **passed unanimously**.

Doug Tisdale **moved, seconded** by Chris Nevitt, that the Chair of the Administrative Committee form a committee of no more than 3 of those present, including the Chair, to consult with legal counsel to clean up language in the DRCOG Articles of Association related to the employee review process for those employees whose performance is evaluated by the Administrative Committee. The motion **passed** with 1 opposed.

Other issues identified by members to be discussed are the methodology of evaluation of the Executive Director, and the structure of DRCOG. It was noted that the discussion of DRCOG's structure should be conducted by the entire Board. The Administrative Committee will put together a process for reviewing the structure to bring to the full Board of Directors.

The meeting adjourned at 7:47 p.m.

Jack Hilbert, Chair
Administrative Committee
Denver Regional Council of Governments

ATTEST:

Jennifer Schaufele, Executive Director

ATTACH B

To: Chair and Members of the Administrative Committee

From: Teri Whitmore, Director, Regional Planning and Operations
(twhitmore@drcog.org or 303-480-6763)

Meeting Date	Agenda Category	Agenda Item #
July 17, 2013	Consent	2

SUBJECT

This item concerns hiring a contractor to conduct the mandatory FHEA (Fair Housing and Equity Assessment) in the Sustainable Communities Initiative (SCI).

PROPOSED ACTION/RECOMMENDATIONS

Staff recommends authorizing the Executive Director to negotiate and execute a contract with the recommended firm to conduct the mandatory FHEA with funds budgeted in the SCI.

ACTION BY OTHERS

N/A

SUMMARY

DRCOG's Sustainable Communities Initiative (SCI) funds a Fair Housing Equity Assessment and research on access to economic opportunity and prosperity; both are requirements of the SCI. Additionally, this task is included in the Board's adopted 2013-2014 Strategic Plan.

The consultant deliverables will suggest goals, policies and tools that might help preserve and develop location- and energy-efficient mixed-income housing that could reduce one's combined housing and transportation costs.

The deliverables will explore the nexus between housing and DRCOG's other regional priorities (e.g. transportation investments, an aging population, land use, etc.) and identify existing regional housing characteristics, socioeconomic and demographic trends and changes that may shape housing demand and regional policies at the regional scale.

PREVIOUS DISCUSSIONS/ACTIONS

Extensive stakeholder engagement activities on this topic have occurred, including at MVIC and during the 2013 Board workshop.

- [MVPAC – March 20, 2013](#)
- [MVIC – June, 5, 2013](#)

PROPOSED MOTION

Move to adopt a resolution authorizing the Executive Director to negotiate and execute a contract with the recommended firm(s) to undertake the necessary activities to develop a comprehensive regional housing strategy, with a total SCI contribution to the overall project cost not to exceed \$107,800.

ATTACHMENT

Draft resolution

DENVER REGIONAL COUNCIL OF GOVERNMENTS
STATE OF COLORADO

ADMINISTRATIVE COMMITTEE

RESOLUTION NO. _____, 2013

A RESOLUTION AUTHORIZING THE EXECUTIVE DIRECTOR TO NEGOTIATE AND EXECUTE A CONTRACT WITH THE RECOMMENDED FIRM TO UNDERTAKE THE NECESSARY ACTIVITIES TO DEVELOP A COMPREHENSIVE REGIONAL HOUSING STRATEGY, WITH A TOTAL SCI CONTRIBUTION TO THE OVERALL PROJECT COST NOT TO EXCEED \$107,800

WHEREAS, the DRCOG Board's 2013-2014 Strategic Plan directs staff to develop implementation strategies to eliminate "gaps" in Metro Vision particularly relative to access to housing choices and economic opportunity; and

WHEREAS, the DRCOG's \$4.5 million Sustainable Communities Initiative (SCI) grant provides funds to the creation of a comprehensive regional housing strategy; and

WHEREAS, outreach to numerous partners and stakeholders shaped the project approach and proposed scope of work; and

WHEREAS, the SCI budgeted \$107,800 toward the completion of the Comprehensive Regional Housing Strategy.

NOW, THEREFORE, BE IT RESOLVED, that the Administrative Committee authorizes the Executive Director to negotiate and execute a contract with the recommended firm(s) to undertake the necessary activities to develop a comprehensive regional housing strategy, funded by the SCI contribution and not to exceed \$107,800.

RESOLVED, PASSED AND ADOPTED this _____ day of _____, 2013 at Denver, Colorado.

Jack Hilbert, Chair
Administrative Committee
Denver Regional Council of Governments

ATTEST:

Jennifer Schaufele, Executive Director

ATTACH C

To: Chair and Members of the Administrative Committee

From: Teri Whitmore, Director, Regional Planning and Operations
(twhitmore@drco.org or 303-480-6763)

Meeting Date	Agenda Category	Agenda Item #
July 17, 2013	Consent	2

SUBJECT

This item concerns hiring a contractor to research and recommend strategies the Board may implement in support of economic development throughout the region. The contract is budgeted and funded by the Sustainable Communities Initiative (SCI).

PROPOSED ACTION/RECOMMENDATIONS

Staff recommends authorizing the Executive Director to negotiate and execute a contract with the recommended firm(s) to develop a regional economic strategy with funds budgeted in the SCI.

ACTION BY OTHERS

N/A

SUMMARY

Attending to tasks in the Board's adopted [2013-2014 Strategic Plan](#), this is research to assess how DRCOG might be more supportive of economic development.

In preliminary (individual and group) meetings with several economic development organizations, they characterize themselves as largely successful in their activities. They also support further discussion and analysis that might bring to light opportunities where DRCOG can better support their efforts or may be inadvertently working at cross-purposes.

The consultant deliverable, a regional economic strategy, is intended to identify those things which strengthen the economic competitiveness of the Denver region and create opportunities for regional economic growth and prosperity across all income levels.

The regional economic strategy is another input into the Metro Vision 2040 update activities and will suggest potential policies and strategies supporting regional economic and workforce development.

As this is a "regional" economic strategy, the consultant will be tasked with identifying organizations within the metropolitan area whose primary or secondary mission concerns economic development so the most relevant organizations have an opportunity to provide input into this endeavor. Board members will receive that list as soon as it is established and asked to quickly review it to assure the most appropriate organizations are included.

PREVIOUS DISCUSSIONS/ACTIONS

Extensive stakeholder engagement activities on this topic have occurred, including at MVIC and during the 2013 Board workshop.

- [MVPAC – March 20, 2013](#)
- [MVIC – June, 5, 2013](#)

PROPOSED MOTION

Move to adopt a resolution authorizing the Executive Director to negotiate and execute a contract with the recommended firm(s) to undertake the necessary activities to develop a regional economic strategy funded by the SCI with a total contribution not to exceed \$107,800.

ATTACHMENT

Draft resolution

DENVER REGIONAL COUNCIL OF GOVERNMENTS
STATE OF COLORADO

ADMINISTRATIVE COMMITTEE

RESOLUTION NO. _____, 2013

A RESOLUTION AUTHORIZING THE EXECUTIVE DIRECTOR TO NEGOTIATE AND EXECUTE A CONTRACT WITH THE RECOMMENDED FIRM TO UNDERTAKE THE NECESSARY ACTIVITIES TO DEVELOP A REGIONAL ECONOMIC STRATEGY FUNDED BY THE SCI WITH A TOTAL CONTRIBUTION NOT TO EXCEED \$107,800

WHEREAS, the DRCOG Board's 2013-2014 Strategic Plan directs staff to develop implementation strategies to eliminate "gaps" in Metro Vision particularly relative to access to housing choices and economic opportunity; and

WHEREAS, the DRCOG \$4.5 million Sustainable Communities Initiative (SCI) grant provides funds to support the development of a strategy to support regional economic and workforce development by capitalizing on the location efficiency of places that connect housing, jobs, amenities and other quality of life resources; and

WHEREAS, the SCI work plan and budget dedicate funds to the creation of a regional economic strategy; and

WHEREAS, outreach to numerous partners and stakeholders shaped the project approach and proposed scope of work; and

WHEREAS, the SCI has budgeted \$107,800 toward the completion of the regional economic strategy.

NOW, THEREFORE, BE IT RESOLVED, that the Administrative Committee authorizes the Executive Director to negotiate and execute a contract with the recommended firm(s) to undertake the necessary activities to develop a regional economic strategy funded by the SCI with a total contribution not to exceed \$107,800.

RESOLVED, PASSED AND ADOPTED this _____ day of _____, 2013 at Denver, Colorado.

Jack Hilbert, Chair
Administrative Committee
Denver Regional Council of Governments

ATTEST:

Jennifer Schaufele, Executive Director

ATTACH D

To: Chair and Members of the Administrative Committee

From: Teri Whitmore, Director, Regional Planning and Operations
(twhitmore@drcog.org or 303-480-6763)

Meeting Date	Agenda Category	Agenda Item #
July 17, 2013	Consent	2

SUBJECT

This agenda item authorizes the negotiation and execution of contract(s) with consulting firms or teams to provide technical support on DRCOG's travel and land use models.

PROPOSED ACTION/RECOMMENDATIONS

Staff recommends authorizing the Executive Director to negotiate and execute contracts with consulting firm(s) or consulting team(s) to provide technical support for modeling activities as needed.

ACTION BY OTHERS

N/A

SUMMARY

From time to time, additional temporary support is needed to help manage the workload associated with various planning activities. This additional support may be deployed to address non-routine, highly specific technical expertise; mundane but rapid, and accurate data development or input; temporary upswings in the workload; or unplanned changes in personnel and schedules.

Specifically, the consultant firms or teams will provide additional support as needed in for modeling associated with updating the Metro Vision plans.

Contract(s) will be termed for two years, with a potential of a one-year extension. We anticipate negotiating with up to 7 firms with contracts ranging from \$50,000 to \$300,000 with a total combined cost not to exceed \$800,000.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

Move to adopt a resolution authorizing the Executive Director to negotiate and execute non-project-specific contract(s) with consulting firm(s) or consulting team(s) to provide technical support for DRCOG's travel and land use models for two years, with a potential of a one-year extension, for an amount not to exceed \$800,000.

ATTACHMENT

Draft resolution

DENVER REGIONAL COUNCIL OF GOVERNMENTS
STATE OF COLORADO

ADMINISTRATIVE COMMITTEE

RESOLUTION NO. _____, 2013

A RESOLUTION AUTHORIZING THE EXECUTIVE DIRECTOR TO NEGOTIATE AND EXECUTE NON-PROJECT-SPECIFIC CONTRACT(S) WITH CONSULTING FIRM(S) OR CONSULTING TEAM(S) TO PROVIDE TECHNICAL SUPPORT FOR DRCOG'S TRAVEL AND LAND USE MODELS FOR TWO YEARS, WITH A POTENTIAL OF A ONE-YEAR EXTENSION, FOR AN AMOUNT NOT TO EXCEED \$800,000

WHEREAS, DRCOG completed an initial version of its new activity-based travel model in 2010 for use in official transportation planning activities; and

WHEREAS, it has been DRCOG's intention also to build, in concert, a next generation land use model to integrate with the travel model; and

WHEREAS, DRCOG has budgeted a maximum of \$800,000 toward technical support for the travel model and its integration with the land use model.

NOW, THEREFORE, BE IT RESOLVED, that the Administrative Committee authorizes the Executive Director to negotiate non-project-specific contract(s) with consulting firm(s) or consulting team(s) to provide technical support for DRCOG's travel and land use models for two years, with a potential of a one-year extension, for an amount not to exceed \$800,000.

RESOLVED, PASSED AND ADOPTED this _____ day of _____, 2013 at Denver, Colorado.

Jack Hilbert, Chair
Administrative Committee
Denver Regional Council of Governments

ATTEST:

Jennifer Schaufele, Executive Director

ATTACHE

To: Chair and Members of the Administrative Committee

From: Teri Whitmore, Director, Regional Planning and Operations
(twhitmore@drcog.org or 303-480-6763)

Meeting Date	Agenda Category	Agenda Item #
July 17, 2013	Consent	2

SUBJECT

This agenda item authorizes the negotiation and execution of contract(s) with consulting firms or teams for general planning services.

PROPOSED ACTION/RECOMMENDATIONS

Staff recommends authorizing the Executive Director to negotiate and execute contract(s) with firm(s) in support of Metro Vision 2040 Plan development for an amount not to exceed \$500,000.

ACTION BY OTHERS

N/A

SUMMARY

From time to time, additional temporary support is needed to help manage the workload associated with various planning activities. This additional support may be deployed to address non-routine, highly specific technical expertise; mundane but rapid, and accurate data development or input; temporary upswings in the workload; or unplanned changes in personnel and schedules.

Contract(s) will be for up to two years, with a potential of a one-year extension. We anticipate negotiating up to 4 firms ranging in cost from \$50,000 to \$150,000 with a total not to exceed \$500,000.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

Move to adopt a resolution authorizing the Executive Director to negotiate and execute non-project-specific contract(s) with consulting firm(s) or consulting team(s) to provide general planning services for an amount not to exceed \$500,000.

ATTACHMENT

Draft resolution

DENVER REGIONAL COUNCIL OF GOVERNMENTS
STATE OF COLORADO

ADMINISTRATIVE COMMITTEE

RESOLUTION NO. _____, 2013

A RESOLUTION AUTHORIZING THE EXECUTIVE DIRECTOR TO NEGOTIATE AND EXECUTE NON-PROJECT-SPECIFIC CONTRACT(S) WITH CONSULTING FIRM(S) OR CONSULTING TEAM(S) TO PROVIDE GENERAL PLANNING SERVICES FOR AN AMOUNT NOT TO EXCEED \$500,000

WHEREAS, Metro Vision is the region's plan to guide growth, transportation and environmental quality into the future and supports an ongoing conversation about how best to protect the region's quality of life; and

WHEREAS, assistance is required in a number of technical specialties, both to supplement DRCOG's current staff resources and to provide the expertise level required for essential work program tasks; and

WHEREAS, consultant expertise will support the region's planning activities, including research, writing, specialized knowledge, meetings, plan development, collaboration, and information sharing; and

WHEREAS, DRCOG will negotiate contracts with consultant firms that provide advice on key specialty areas for incorporation into the Metro Vision Plan or in areas for implementation of Metro Vision 2035; and

WHEREAS, there is a maximum budget of \$500,000 toward general planning services support for Metro Vision and other DRCOG related activities.

NOW, THEREFORE, BE IT RESOLVED, that the Administrative Committee authorizes the Executive Director to negotiate and execute non-project-specific contract(s) with consulting firm(s) or consulting team(s) to provide general planning services for an amount not to exceed \$500,000

RESOLVED, PASSED AND ADOPTED this _____ day of _____, 2013 at Denver, Colorado.

Jack Hilbert, Chair
Administrative Committee
Denver Regional Council of Governments

ATTEST:

Jennifer Schaufele, Executive Director

STATE OF COLORADO



Colorado Department of Human Services
people who help people



OFFICE OF LONG TERM CARE
Joscelyn Gay, Office Director

DIVISION OF AGING AND ADULT SERVICES
1575 Sherman Street, 10th Floor
Denver, Colorado 80203-1714
Phone: 303-866-2800
TDD 303-866-2550
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www.colorado.gov/cdhs

John W. Hickenlooper
Governor

Reggie Bicha
Executive Director

January 2, 2013

Ms. Jennifer Schaufele, Executive Director
Denver Regional Council of Governments
1290 Broadway, Suite 700
Denver, CO 80203

Dear Ms. Schaufele:

The Division of Aging and Adult Services, State Unit on Aging (SUA) conducted a desk evaluation during November 2012 of the Older Americans Act and State Funding for Senior Services programs operated by or under contract to Region 3A Denver Regional Council of Governments' Area Agency on Aging.

Additional information that had been requested was reviewed and incorporated into this report. The attached report provides a summary of the on-site evaluation including best practices, any noted areas of improvement and compliance issues. Areas identified as needing improvement will require a written response from your agency within thirty days of receipt of this report or February 2, 2013 – whichever date is later.

If you have any questions, please contact Todd Swanson at 303-866-2651 or todd.swanson@state.co.us.

Thank you for your cooperation during our evaluation process.

Sincerely,

Todd Coffey, Acting Director
Aging and Adult Services

cc: Jayla Sanchez-Warren, AAA Director
Todd Swanson, Monitoring, Compliance, and Evaluation, State Unit on Aging

Evaluation Summary

Region 3A – Denver Regional Council of Governments Area Agency on Aging

BEST PRACTICES:

Best practices observed during the desk evaluation include:

- The Metro Denver Association of the Deaf, (formerly called the Silent Athletic Club) has met in Aurora (1575 Elmira Street) each Tuesday for a meal, socialization and a number of support type activities for 66 years. The group of 60 to 70 people is primarily 60 years of age and older and all hearing-impaired. They have met with the goal of reaching out to the deaf community in the Denver Metro area and in the summer of 2009 contacted Volunteers of America with a request to become a formal dining center. With the help of the Association's many volunteers, VOA staff has made this a successful Dining Center program. Participants now also have access to nutrition education and healthy aging program information. In addition, this provided VOA with the opportunity to adapt some programming to a senior group that has special needs and a unique perspective. It has been a rewarding opportunity for all involved.
- DRCOG AAA's *Contractor Assessment Tool* is excellent. Through monitoring, evaluation, and dissemination of information through Provider Meetings, DRCOG shares best practices and ensures effective and efficient service delivery.
- Volunteers of America Meals on Wheels Client Satisfaction Surveys, Senior Nutrition Program, Visiting Nurse Association, and SRC Transportation Services Customer Satisfaction surveys all show high client approval and regard for these necessary services. All need to be commended for this.
- Volunteers of America continuously provide quality nutrition education to consumers.

SUGGESTED BEST PRACTICE

- Beginning the month of October 2012, DRCOG came into compliance, with the maintenance of menus moderate in sodium for the Shalom Park meal site. DRCOG should monitor the Shalom Park meal site's nutrient analysis on at least a quarterly basis through February 2014 to ensure continued meeting of the Dietary Reference Intake (DRI) standard.

AREAS OF CONCERN

- Seniors' Resource Center Transportation Services Rider Guide (updated September 2012) states: *Donation envelopes are available and you may give your donation to our bus drivers or mail them in. Please do not give money to the Red Cross Volunteer, if that is your driver, as they do not return to the main office.* Confidentiality does not exist when drivers monitor donations received from consumers. Donation envelopes are not to be hand given to the driver; to ensure confidentiality they must be placed in the bus' lockbox or mailed to the SRC office.

- Daily temperatures of hot and cold food are to be taken and documented daily after food is placed on the steam table or immediately before serving at the congregate sites. The temperature log for Gilpin Dining Center Services show temperatures out of range for a shellfish item. DRCOG AAA shall ensure that if temperatures fall below or above the recommended level, foods are heated or cooled to the proper temperature.

COMPLIANCE ISSUES:

Compliance issues noted may or may not be consistent with other providers within Region 3A.

- Seniors' Resource Center Transportation Services Rider Guide (updated September 2012) states under Adams County / A Lift Riders: *City of Aurora residents must be age 62 or older.* The funding stream for this service is under State Funding for Senior Services. State Funding for Senior Services are available to eligible participants age 60 years and over.
- Consumers of Chore Services are to be evaluated using the Consumer Information Assessment Form at least every six months to determine continued eligibility. Region 3A has not been completing and entering assessments as required into SAMS to determine eligibility every six months for all consumers of Chore Services. After a review of eighteen Chore Services consumers in SAMS, three (one-sixth of the random sample) did not have the required six-month assessment completed and entered into SAMS (Consumer ID numbers 420160541, 1320287752, and 1340377473) The AAA shall ensure assessments are completed at least every six months of all consumers receiving Chore Services and entered into SAMS.
- The Visiting Nurse Association, Volunteers of America congregate program and Volunteers of America Meals on Wheels program does not include the Area Agency on Aging and State Unit on Aging in their Grievance Policy and Procedure for In Home and Nutrition services posters. The DRCOG AAA shall ensure all providers have a current and correct complaint and appeals procedure and inform the consumer of their right to complain.
- The Volunteers of America Home Delivered Meals Program August 2012 Temperature Log did not have temperatures of the cold foods prior to transport. Per the Policies and Procedures Manual section 412.71b.A.2 'Cold foods begin transport at a temperature no higher than 41 degrees Fahrenheit...' The Volunteers of America shall begin taking the temperature of cold foods at the time of transport to ensure foods are within the appropriate temperature range.

COMPLIANCE ISSUES

	Priority	Relevant Reference	Compliance Issue	Agency Response	Date Implemented
1	1	Volume 10 10.415.1	Seniors' Resource Center Transportation Services Rider Guide (updated September 2012) states under Adams County / A Lift Riders: <i>City of Aurora residents must be age 62 or older.</i> The funding stream for this service is under State Funding for Senior Services. State Funding for Senior Services are available to eligible participants age 60 years and over.	At the time of our "exit interview" with SUA staff, it was believed that the transportation service provided in the City of Aurora through Seniors Resource Center (SRC) was not funded by Older Americans Act (OAA) or State Funding for Senior Service (SFSS) dollar, but rather through a CDBG grant. Upon review of that grant, however, it was determined those funds had expired and while internal procedures within SRC had been correct (allowing service to anyone age 60 and older); the rider guide had not been updated since the CDBG funds expired. The Rider Guide has since been updated and has been redistributed to existing consumers and is used for all new consumers as well.	January 2013
2	2	Volume 10 10.401.12 10.404.4	Consumers of Chore Services are to be evaluated using the Consumer Information Assessment Form at least every six months to determine continued eligibility. Region 3A has not been completing and entering assessments as required into SAMS to determine eligibility every six months for all consumers of Chore Services. After a review of eighteen Chore Services consumers in SAMS, three did not have the required six-month assessment completed and entered into SAMS (Consumer ID numbers 420160541, 1320287752, and 1340377473.) The AAA shall ensure assessments are	We have discussed the violation with our Chore Services contractor, Arapahoe County Community Services. Ensuring completion of Chore Services reassessments is a challenge as service is often provided on an intermittent basis. Nonetheless, Arapahoe County staff has implemented a mechanism (utilizing both SAMS reporting, where applicable and available, as well as an internal tracking record) to better monitor when/if reassessments are due for previously served consumers. Further, for consumer 420160541 – while an assessment was due in May, it was not technically due until May 14, 2012 and service was provided on May 4, 2012. Regardless, the reassessment has been entered to cover this time period of service and Arapahoe County will alter their method of monitoring reassessments	January 2013

	Priority	Relevant Reference	Compliance Issue	Agency Response	Date Implemented
			completed at least every six months of all consumers receiving Chore Services and entered into SAMS.	by looking at the month of service as opposed to the day to determine whether or not a reassessment is required. For consumer 1320287752 the missing reassessment has been completed. For consumer 1340377473 there was an assessment completed in April 2011, however it was not entered into SAMS and only existed in internal agency files. That assessment has been entered into SAMS and now all assessments for this consumer are in place. In addition, in order to assist in monitoring consumers previously served and better track when 6 month assessments are due, consumers who have not been served by Arapahoe County within 3 months since the last date of service (and are not receiving any other OAA/SFSS funded services through another provider) will be closed. They believe this will aide in showing that any subsequent service would be provided to a new/reopened consumer requiring a new assessment as opposed to the appearance of a lapse in reassessments.	
3	1	Policy Procedure 501 and	The Visiting Nurse Association, Volunteers of America congregate program and Volunteers of America Meals on Wheels program does not include the Area Agency on Aging and State Unit on Aging in their Grievance Policy and Procedure for In Home and Nutrition services posters. The DRCOG AAA shall ensure all providers have a current and correct complaint and appeals	We do not believe this is a compliance issue. During DRCOG's on-site assessment in 2008 a similar compliance issue was cited. At that time DRCOG mandated contractors to incorporate both the SUA and AAA as appeal entities via a complaint and grievance from created by DRCOG staff. That form, as was explained to the SUA in response to the 2008 compliance issue, could be used by subcontractors as either an addendum to their agency's existing complaint and appeal process, or	

	Priority	Relevant Reference	Compliance Issue	Agency Response	Date Implemented
			procedure and inform the consumer of their right to complain.	the language from that form could be incorporated into their own existing appeal process. The providers noted in the "compliance issue" all opted to use the form as an addendum to their existing policy. While it is not all on one page, the addendum, detailing how to file a grievance/appeal with both the AAA and SUA, is distributed to the consumer along with the internal complaint/appeal process for each agency. These addendums, along with the agency policies were provided to the SUA for review along with all other documentation requested as part of this desk evaluation. Consumers of OAA services are provided, via this addendum, with information on how to appeal their complaint/grievance to both the AAA and the SUA and we respectfully ask that this compliance issue be removed per in person conversation with Todd Coffey on January 11, 2013.	
4	1	Policy and Procedure Manual section 412.71b	The Volunteers of America Home Delivered Meals Program August 2012 Temperature Log did not have temperatures of the cold foods prior to transport. Per the Policies and Procedures Manual section 412.71b.A.2 'Cold foods begin transport at a temperature no higher than 41 degrees Fahrenheit...' The Volunteers of America shall begin taking the temperature of cold foods at the time of transport to ensure foods are within the appropriate temperature range.	The Volunteers of America (VOA) nutrition director has reviewed this policy with kitchen managers and effective immediately (beginning on January 3, 2013) VOA will return to recording temperatures of all cold pack items including milk for Meals on Wheels deliveries on the same "Kitchen Report" currently used to record hot temperatures to ensure they all meet the temperature guidelines of 41* or lower prior to departure from the kitchen facility.	January 2013

PRIORITY 1	Where a Priority 1 deficiency is present, immediate action is required: Priority 1 deficiencies will be communicated to the AAA Director during the exit interview and corrective action shall begin Immediately. A Corrective action plan shall be developed and implemented by the AAA within ten (10) working days of the exit interview.
PRIORITY 1.1	Where a Priority 1.1 deficiency is present, immediate action is required: Priority 1.1 deficiencies will be communicated to the AAA Director during the exit interview and corrective action shall begin immediately. A Corrective action plan including timeline for implementation shall be developed by the AAA within ten (10) working days of electronic receipt of the summary of compliance issues from the SUA.
PRIORITY 2	Where a Priority 2 deficiency is present, action is required. A corrective action plan, including a timeline for implementation, shall be developed by the AAA within thirty (30) calendar days of electronic receipt of the onsite evaluation report.
PRIORITY 3	Priority 3 findings are suggested best practices; the AAA will be encouraged to explore options to accommodate these best practices.