**The Program Monitor will be reviewing the below listed information as part of the DARS’s Compliance Review.** Where appropriate, please have the below documents available for review by monitor beginning the first day of your scheduled visit.

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| Administrative/Quality Assurance Review |
|  | Agency Policies and Procedures Manual for Service Coordination Levels I&II |
|  | Criminal Background Checks on Employees (Mandatory 5/1/2015) |
|  | Written description of Service Coordination Levels I&II Outreach Activities for Fiscal Years 2015-2016 |
|  | Written description of the Intake/Screening Procedure for Service Levels I&II Clients |
|  | Care Coordination Staff position descriptions indicating required Criminal Background Checks for agency personnel entering the clients’ home |
|  | Care Coordination Staff yearly evaluations |
|  | Signed copies of the Client Rights and Responsibilities and Appeals Policies forms |
|  | Completed Client Gap Filling Services Forms and Client Fee Forms if utilized |
|  | Completed Client Satisfaction Surveys for Fiscal Years 2015-2016  |
|  | Agency Service Coordination Level I&II Program Evaluations |
|  | Units of Service Reported in the Appropriate DARS Electronic Data System and Monthly AMR |

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| Individual Supported Records (client files to be reviewed will be selected by the DARS program monitor)**CCEVP** |
| Area Agencies on Aging must maintain specific program records in the approved DARS electronic data system that include: |
|  | Full Uniform Assessment Instrument |
|  | Federal Poverty Level |
|  | Care Plan (original and revisions) |
|  | Determine Your Nutritional Health Checklist |
|  | Monthly Progress Notes |
|  | Consent to Exchange Information Form |
|  | Care Coordination Outcome Report/Closing Summary |
|  | Client Fee Recorded in the Progress Notes |
|  | Gap Filling Service Form Information Recorded in Progress Notes |