**The Program Monitor will be reviewing the below listed information as part of the DARS’s Compliance Review.**

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| Administrative/Quality Assurance Review |
|  | Agency Policies and Procedures Manual for Day to Day Operation of the Service |
|  | Criminal Background Checks on Employees (Mandatory 5/1/2015) |
|  | Written Policy on Monitoring Service Providers Annually (Service Provider Monitoring Reports available for DARS Program Coordinator’s review) |
|  | Current contracts/agreements with service providers are dated and signed |
|  | Written Policy for systematic review of clients and impact of service (Client surveys should be available for the DARS Program Coordinator’s review) |
|  | Written Policy on Client Donations |
|  | Fee for Service Updated Annually |
|  | Units of Service Reported in the Appropriate DARS Electronic Data System and Monthly AMR |
|  | Job Descriptions |
|  | Staff Qualifications in compliance with the Service Standard |
|  | Agency staff are evaluated annually |
|  | Agency staff training is in compliance with the DARS Service Standard |
|  | Adult Day Care facilities are licensed by the VDSS and will receive a new license for at least two years. Only one violation noted. |
|  | Personal Care Providers licensed as a Home Care Provider by the Virginia Department of Health or has obtained licensing waiver |
|  | Home Health Provider has current Virginia Department of Health Certification |

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| Individual Supported Records (client files to be reviewed will be selected by the DARS program monitor)**Adult Day Care** |
| Area Agencies on Aging must maintain specific program records in the approved DARS electronic data system that include: |
|  | Service Specific Uniform Assessment Instrument |
|  | Federal Poverty Level |
|  | Care Plan |
|  | Service Reassessment, as needed |
|  | Progress Notes |
|  | Consent to Exchange Information Form |
|  | A Caregiver Form, if this service is funded by OAA Title III E |
| Area Agencies on Aging are to maintain the following additional client records: Service plan/documentation, including any fee charged the client |
|  | Service Records |
|  | Signed Client Bill of Rights/ Appeals Process |
|  | Denial or Termination of Service Notice |

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| Individual Supported Records (client files to be reviewed will be selected by the DARS program monitor)**Checking** |
| Area Agencies on Aging must maintain specific program records in the approved DARS electronic data system that include: |
|  | Service Specific Uniform Assessment Instrument |
|  | Federal Poverty Level |
|  | Care Plan |
|  | Service Reassessment, as needed |
|  | Progress Notes |
|  | Consent to Exchange Information Form |
|  | A Caregiver Form, if this service is funded by OAA Title III E |
| Area Agencies on Aging are to maintain the following additional client records: Service plan/documentation, including any fee charged the client |
|  | Service Records |
|  | Signed Client Bill of Rights/ Appeals Process |
|  | Denial or Termination of Service Notice |

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| Individual Supported Records (client files to be reviewed will be selected by the DARS program monitor)**Chore** |
| Area Agencies on Aging must maintain specific program records in the approved DARS electronic data system that include: |
|  | Service Specific Uniform Assessment Instrument |
|  | Federal Poverty Level |
|  | Care Plan |
|  | Service Reassessment, as needed |
|  | Progress Notes |
|  | Consent to Exchange Information Form |
|  | A Caregiver Form, if this service is funded by OAA Title III E |
| Area Agencies on Aging are to maintain the following additional client records: Service plan/documentation, including any fee charged the client |
|  | Service Records |
|  | Signed Client Bill of Rights/ Appeals Process |
|  | Denial or Termination of Service Notice |

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| Individual Supported Records (client files to be reviewed will be selected by the DARS program monitor)**Homemaker** |
| Area Agencies on Aging must maintain specific program records in the approved DARS electronic data system that include: |
|  | Service Specific Uniform Assessment Instrument |
|  | Federal Poverty Level |
|  | Care Plan |
|  | Service Reassessment, as needed |
|  | Progress Notes |
|  | Consent to Exchange Information Form |
|  | A Caregiver Form, if this service is funded by OAA Title III E |
| Area Agencies on Aging are to maintain the following additional client records: Service plan/documentation, including any fee charged the client |
|  | Service Records |
|  | Signed Client Bill of Rights/ Appeals Process |
|  | Denial or Termination of Service Notice |

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| Individual Supported Records (client files to be reviewed will be selected by the DARS program monitor)**Personal Care** |
| Area Agencies on Aging must maintain specific program records in the approved DARS electronic data system that include: |
|  | Service Specific Uniform Assessment Instrument |
|  | Federal Poverty Level |
|  | Care Plan |
|  | Service Reassessment, as needed |
|  | Progress Notes |
|  | Consent to Exchange Information Form |
|  | A Caregiver Form, if this service is funded by OAA Title III E |
| Area Agencies on Aging are to maintain the following additional client records: Service plan/documentation, including any fee charged the client |
|  | Service Records |
|  | Signed Client Bill of Rights/ Appeals Process |
|  | Denial or Termination of Service Notice |