

NEIGHBORHOOD SENIOR CENTER MONITORING/ASSESSMENT 2013

The following monitoring/assessment tools will be used by Program Officers for the evaluation of Neighborhood Senior Centers in 2013. The tools included are:

Program Monitoring - Observation

Program Monitoring - Record Review

Education Recreation Services (Includes Arts/Culture, Technology, Ed/Rec)

Health Promotion Services (Includes Physical Exercise, Health Management, Nutrition Education)

Case Assistance

Information

Transportation

In-Home Support (Includes Friendly Visiting, Telephone Reassurance, Shopping Assistance/Chore, Escort)

Defibrillator Questions

Neighborhood Senior Center PROGRAM MONITORING [Observation]

SC PM 1	Does the program have a visible external identifying sign and does it acknowledge funding from DFTA? [Sr Ctr 1.4]
SC PM 2	Is the contribution sign posted in a visible location and easily readable for senior participants? [Sr Ctr 11.3]
SC PM 3	Does the wording of the contribution sign contain the elements required by DFTA? 1) Recommended contribution amount; 2) Statement as to what the contributions are used for; 3) Statement that no eligible person will be denied a meal if he/she does not contribute? [Sr Ctr 11.3]
SC PM 4	Does the program request and collect contributions in an appropriate manner? (Contribution amount - or choice to not contribute - is kept confidential, members who do not contribute are not singled out or pressured, etc.) [Sr Ctr 22.1]
SC PM 5	Is the schedule of the program's activities posted in a visible location and easily readable for the senior participants? [EDRC 9.3]
SC PM 6	Is the Senior Citizen's Bill of Rights statement posted in a visible location and easily readable for senior participants?
SC PM 7	Is the program's written evacuation plan (including diagram) posted in a visible location and easily readable for senior participants? [Sr Ctr 23.1]
SC PM 8	Is the grievance procedure posted in a visible location and easily readable to senior participants? [Sr Ctr 20.2]
SC PM 9	Is all program equipment tagged, indicating the funding source and corresponding ID# on the Equipment Register?
SC PM 10	Are the program's files secured properly in order to protect confidentiality? [Sr Ctr 21.3]
SC PM 11	Does the program take necessary precautions to prevent theft and vandalism? (Ex. Contributions are kept in a safe place, Computers and other valuable equipment are secured when not in use, etc.) [Sr Ctr 23.3]
SC PM 12	Are the program's elevators and/or lifts in working order?
SC PM 13	Do all rooms of the program appear clean and sanitary? [Sr Ctr 26.2]
SC PM 14	Are all rooms of the facility well lit, including all exits, all stairwells and all passageways? [Sr Ctr 27.9; 26.1]
SC PM 15	Is there adequate ventilation in all rooms of the facility? [Sr Ctr 26.1]
SC PM 16	Is the paint and plaster in the program facility in good condition (no serious breaks or cracks)?
SC PM 17	Does the flooring at the program appear to be in good condition? [Sr Ctr 27.9]
SC PM 18	Does the ceiling at the program appear to be in good condition? [Sr Ctr 27.9]
SC PM 19	Do exit doors open out - i.e. in the direction of egress? [Sr Ctr 27.4]
SC PM 20	Are all windows at the program in good condition (unbroken and without cracks)? [Sr Ctr 27.9]
SC PM 21	Does the program have a First Aid Kit (s) that is visible and accessible to staff? [Sr Ctr 27.7]
SC PM 22	If premises is equipped with smoke detectors, do they all have live batteries? [Sr Ctr 27.6]

SC PM 23	Do the program's fire extinguishers have current inspection tags? [Sr Ctr 27.6]
SC PM 24	Are the program's fire extinguishers fully charged?
SC PM 25	Do emergency exits at the program site each have a clearly visible and lighted EXIT sign? [Sr Ctr 27.4]
SC PM 26	Are program participants, staff and guests able to exit through all exits doors with lighted means of egress at the program during the hours of operation? [Sr Ctr 27.4]
SC PM 27	Are there clear aisles to exit from the tables in the program's dining room(s)? [Sr Ctr 27.6]
SC PM 28	Are all emergency lights at the program site working? [Sr Ctr 27.5]
SC PM 29	Are the bathrooms' clean and well maintained? [Sr Ctr 26.3]
SC PM 30	Are all stairways used by the program free of obstructions and equipped with firmly anchored handrails? [Sr Ctr 27.9]
SC PM 31	Either the site director or an appropriate delegate is at the site during all hours of operation. [Sr Ctr 12.2]
SC PM 32	The program offers participants opportunities to volunteer [Sr Ctr 8].

Neighborhood Senior Center PROGRAM MONITORING [Record Review]

SC PM 33	Do the program's brochures, flyers and printed materials acknowledge the NYC Department for the Aging as the funding source? [Senior Ctr 14.3]
SC PM 34	Do guests and staff under the age of 60 (except those persons who are designated as contributing food handlers) pay the actual food cost per meal-budgeted raw food cost plus disposables or catered meal cost plus disposables? [CNLH 6.1]
SC PM 35	Are all critical staff positions filled within 3 months of vacancy? [Senior Ctr 15]
SC PM 36	Did staff and volunteers receive a documented orientation on annual basis that at minimum covered the following? A) Participant rights (including rights to consideration, privacy, dignity and respect for individuality and choice); B) Emergency procedures; C) Program policies and procedures; D) Program personnel policies; E) Job functions and tasks. [Senior Ctr 18.1]
SC PM 37	The information collected at registration is appropriately entered into STARS?
SC PM 38	Are all staff trained on the use of fire extinguishers annually and is it properly documented? [Senior Ctr 23.1]
SC PM 39	Does the program's written grievance procedure meet DFTA standards? [Senior Center 20.3]
SC PM 40	If the program received one or more complaints or grievances from participants or from DFTA during the past 12 months, were these complaints/grievances handled in accordance with the program's grievance procedures? [Senior Ctr 20.4]
SC PM 41	If theft or vandalism occurred, did the program report to the police and DFTA? [Senior Ctr 23.4; 23.5]
SC PM 42	Does the program have a current Place of Assembly permit for any room that can be occupied by 75 or more persons? OR If the program has no rooms that can be occupied by 75 or more persons, is there written confirmation of a fire inspection from the Fire Department within the past 12 months that indicates compliance with Fire Department regulations? [Senior Ctr 23.1; 27.3]
SC PM 43	Is the program free of any outstanding FDNY violations? [Senior Ctr 23.1]
SC PM 44	Does the program have an elevator inspection certificate dated within the last 12 months? [Senior Ctr 29.1]
SC PM 45	Does the program conduct and properly document evacuation (fire) drills once every six months? [Sr Ctr 23.1]
SC PM 46	Does the program's written evacuation plan for emergencies include each of the following: 1) the location of fire extinguishers; 2) the primary fire exits and alternative exits; 3) the order in which groups should leave the building; 4) names and/or titles of persons responsible for leading groups outside; 5) names and/or titles of persons responsible for checking the premises, incl.; and 6) the destination of each group once outside? [Sr. Ctr 23.1]
SC PM 47	Does the program's written plan for dealing with on-site accidents and/or medical emergencies specify the following: 1) Individual staff responsibilities in dealing with accidents and/or medical emergencies; 2) what to do for the victim(s); 3) what to do for the other center participants who witness the accident and/or medical emergency; 4) which person(s) to notify; and 5) which insurance and/or other forms to complete? [Sr Ctr 23.2]

SC PM 48	If an on-site accident and/or medical emergency occurred during the year, did the program follow all of the items in its written plan for dealing with such? [Sr Ctr 23]
SC PM 49	Does the program's written plan for dealing with emergencies that occur during group trips specify the following: 1) what to do for the ill or injured individual; 2) what to do for the other members of the group; 3) the criteria for ending the trip and returning to the center; 4) the person(s) to notify; 5) the form(s) to complete; 6) the procedures for verifying all participants are accounted for; and 7) a statement that DFTA must be notified immediately of the occurrence? [Senior Ctr 23.3; 23.4; 23.5]
SC PM 50	If an emergency occurred during a group trip during the year, did the program follow all the items in its written plan for dealing with such? [Senior Ctr 23.5]
SC PM 51	Do the signatures on the program's meal sign-in sheets for congregate meals appear legitimate? (If scanning is used instead of manual sign-in sheets, are there procedures in place to assure accuracy?) [CNLH 17.3]
SC PM 52	Did the program serve the number of Congregate Breakfasts for which it invoiced? [CNLH 36.1]
SC PM 53	Did the program serve the number of Congregate Lunches for which it invoiced? [CNLH 36.1]
SC PM 54	Did the program serve the number of Congregate Dinners for which it invoiced? [CNLH 36.1]
SC PM 55	Did the program serve the number of Congregate Weekend Meals for which it invoiced? [CNLH 36.1]
SC PM 56	Are the program's monthly totals of contributions for Congregate Breakfast accurately reported to DFTA? [CNLH 36.3]
SC PM 57	Are the program's monthly totals of contributions for Congregate Lunch accurately reported to DFTA? [CNLH 36.3]
SC PM 58	Are the program's monthly totals of contributions for Congregate Dinner accurately reported to DFTA? [CNLH 36.3]
SC PM 59	Are the program's monthly totals of contributions for Congregate Weekend meals accurately reported to DFTA? [CNLH 36.3]
SC PM 60	Where a meal was sent home to, or picked up for, a program participant during the year, does the program's written documentation indicate that the justification for doing so and the process followed are consistent with DFTA's policies for temporary meal pick-up? [CNLH 39.5]
SC PM 61	Were all the program records needed to complete this record review assessment easily retrievable? [Sr Ctr 29]
SC PM 62	Does the program have a current "site agreement" or lease?
SC PM 63	Does the program provide meals only to persons who are eligible for them (i.e. persons 60 years and over; persons under 60 years who accompany their eligible spouses to the center; physically or cognitively disabled individuals under the age of 60 who live with and accompany eligible participants; disabled persons who reside in the primarily senior housing facility where the center is housed)? [Sr Ctr 25 and CNLH35.1]

Neighborhood Senior Center ED/REC

EDRC 1	During the past year did the program provide (on average) the required number of EDRC sessions per week? [can be a combination of ARTS,TECH and SCED]
EDRC 2	Does program use the correct unit definition to report units of service for Arts/Cultural activities? [EDRC Standard 6]
EDRC 3	Do Arts/Cultural units of service reported to DFTA match on-site documentation? [EDRC Standard 13]
EDRC 4	Does program use the correct unit definition to report units of service for Technology? [EDRC Standard 6]
EDRC 5	Do Technology units reported to DFTA match on-site documentation? [EDRC Standard 13]
EDRC 6	Does program use the correct unit definition to report units of service for Education/Recreation? [EDRC Standard 6]
EDRC 7	Do Education/Recreation units reported to DFTA match on-site documentation? [EDRC Standard 13]
EDRC 8	Is each session planned, structured and organized (e.g. has a planned beginning and ending time; has an organizer or leader; is posted on a calendar or schedule or notice board, with its name and starting time at least one day in advance)? [EDRC Standard 6]
EDRC 9	Does the program document the attendance at each education/recreation activity? [EDRC 14]
EDRC 10	If program uses consultants to provide EDRC, do they maintain consultant records on file? [EDRC Standard 7]

Neighborhood Senior Center HEALTH PROMOTION

HLPR 1	During the past year did the program provide (on average) the required number of HLPR sessions per week? [can be a combination of PHEX, HLMG and NE]
HLPR 2	Does program use the correct unit definition to report units of service for Physical Health/Exercise activities?
HLPR 3	Do Physical Health/Exercise units of service reported to DFTA match on-site documentation?
HLPR 4	Does program use the correct unit definition to report units of service for Health Management?
HLPR 5	Do Health Management units reported to DFTA match on-site documentation?
HLPR 6	If program conducts health screening activities, do seniors sign Consent and Disclaimer Forms holding harmless the program and the City from all claims or actions resulting from health screening activities?
HLPR 7	If program conducts health screening activities, do medical providers sign the Health Screening Examination Agreement for non-invasive procedures offered on site?
HLPR 8	Does the program check/confirm the qualifications of persons or organizations seeking to perform health screening tests at the senior center by contacting the appropriate County Medical Society or other professional organization ?
HLPR 9	If program conducts health screening activities, are health screening activities non-invasive? Exceptions: the entity performing procedure falls into one of the following categories: 1) Flu-shots or Pneumo Vaccine by NYS licensed pharmacist, NYC DOHMH, 2) DFTA funded program is listed as "extension" site in certificate of Article 28 or Article 31 of medical provider 3) Entity has received permit from the NY State Department of Health to run a one-time "health fair" 3) Entity has registered with NYS DOH as a "limited testing site."
HLPR 10	Does the program use the correct unit definition to report units of service for Nutrition Education?
HLPR11	Do Nutrition Education units reported to DFTA match on-site documentation?

Neighborhood Senior Center CASE ASSISTANCE

CSAS 1	Was the presenting problem of each client an appropriate one for Case Assistance service? [CSAS 2.1]
CSAS 2	Were the clients' needs addressed in a timely manner (e.g., referrals; applications for benefits or entitlements; supportive contacts made with necessary frequency)? [CSAS 2.2]
CSAS 3	Does each Case Worker maintain a Case Assistance log which indicates the name of each client served, the date of service, the amount of time spent with or on behalf of the client, and the nature of the assistance provided? [CSAS 15.1]
CSAS 4	Do the case notes clearly indicate what service was provided? (For example if the case assistance provided was a referral, is it clear to whom the referral was made? If the assistance provided was advocacy, is it clear what the issue was? If a benefit was applied for, is it clear what benefit? [CSAS 15.3]
CSAS 5	Where appropriate, do the case notes provide detailed follow-up information? [CSAS 16]
CSAS 6	Is there a completed signed Release of Information form maintained in the files? [Note: a new consent (release or authorization) is obtained each year when the exchange is related to the original request or whenever the exchange is not related to the original request.] [CSAS 17]
CSAS 7	Do the case notes indicate that follow-up is conducted in accordance with DFTA's guidelines to ensure a satisfactory outcome for contacts with clients involved in referral for a service/resource, or assistance with the application for an entitlement/benefit or an appeal on behalf of the client? (e.g. if the client was referred for a service, is it clear that the referral was successful? If the client was assisted with an entitlement, Is it clear that she/he got the entitlement?) [CSAS 16]
CSAS 8	Are the contacts for clients assisted during the month, totaled correctly for each Case Worker and then added together to get the total Case Assistance Units for the month?
CSAS 9	Do reported units for a sample month match on-site documentation of contacts/clients assisted during that month? [CSAS 21.2]
CSAS 10	Does each file contain an Intake form, stating the client's presenting problem or need for service? [CSAS 14.3]
CSAS 11	Does Staff receive appropriate supervision? (Standard 13)

Neighborhood Senior Center INFORMATION

INFO 1	Does the program maintain an up-to date comprehensive resource file with information on eligibility and application for most common benefits and entitlements for seniors? [Medicare, Medicaid, Food Stamps, etc] Standard 1
INFO 2	Does the program maintain information on resources and services available in the community and do resource files contain the following: Provider name, telephone number, days and hours when service is provided and contact name; eligibility requirements, geographic areas served, application or intake procedures, cost of the service and/or donation policies. [DFTA funded programs, mental health programs, social security office, legal service providers and other services and resources [Standard 1]
INFO 3	Do information givers receive on-going training and supervision? Standard 9
INFO 4	Does the program document the service appropriately? Standard 9
INFO 5	Does the program correctly report documented units to DFTA? Standard 4 and 11

Neighborhood senior Center TRANSPORTATION

TRAN 1	Are contributions collected in a way that ensures privacy? [TRAN 7]
TRAN 2	Are the program's monthly totals of contributions for Transportation accurately reported to DFTA? [TRAN 26.3]
TRAN 3	Were all drivers appropriately oriented/trained? [TRAN 12]
TRAN 4	Do drivers meet job qualifications? [TRAN 11]
TRAN 5	Does the program's written emergency plan covers all required areas? [TRAN 15 and 16]
TRAN 6	If there were any accidents that occurred within the LAST 12 MONTHS, were the following procedures followed: 1) Completion of accident report; 2) Request for police report; 3) Interviews with participants about what happened. [TRAN 15.4]
If the program provides group transportation:	
TRAN 7	Do drivers document each trip provided to a client in the group on a route sheet?
TRAN 8	Do route sheets document the date service was provided, each passenger's name, whether the trip was one way or two ways, and the purpose of the trip?
If the program provides individual transportation:	
TRAN 9	Does the program use "Daily Route Sheets", "Car Service Reservation Sheets" or other appropriate form to document individual transportation? [TRAN 26.2]
TRAN 10	Does the documentation include: a. Pick up location and destination; b. Return pick up and destination; c. passenger's name; d. purpose of trip; e. whether trip was one way or ROUND TRIP? [TRAN 26.2]
TRAN 11	Was an intake completed on that client where the need for transportation was clearly stated? [TRAN 17]
TRAN 12	Do transportation units reported to DFTA <u>exclude</u> the following: a. Transportation of home attendants; b. Persons under the age of 60 who accompany a client; c. DFTA-funded social adult day service clients; d. Clients of programs that are reporting transportation units for the same clients to DFTA (DFTA-to- DFTA)? [TRAN 9.2]
TRAN 13	Is there complete, accurate and acceptable documentation at the site to support the numbers of one-way trips reported to DFTA each month? [TRAN 26.2]
TRAN 14	Are daily totals accurately transferred to the Monthly Record? [TRAN 26]
TRAN 15	Are the daily totals on the Monthly Record added correctly? [TRAN 26]
TRAN 16	Does the number of one way trips documented at the site for the selected month match the total number of one-way trips reported to DFTA for the same month? [TRAN 26.1]
TRAN 17	Does each vehicle have a current inspection sticker, registration, and proof of current insurance? [TRAN 26.5]
TRAN 18	Did the Staff demonstrate that the wheelchair lift is operating properly? [TRAN 22.1]
TRAN 19	Are vehicles equipped with working seat belts? [TRAN 22.1]
TRAN 20	Are there posted signs indicating passengers must wear seat belts? [TRAN 5.2]
TRAN 21	Is there a first aid kit on board each vehicle? [TRAN 15.2]
TRAN 22	Is there an ABC fire extinguisher on board each vehicle? [TRAN 15.2]
TRAN 23	Are vehicles protected against theft and vandalism?
TRAN 24	Are vehicles clean?[TRAN 23]
TRAN 25	Are vehicles listed above in good condition without significant damages? [TRAN 23]

Neighborhood Senior Center IN-HOME SUPPORT SERVICES

FRIENDLY VISITING

VIST 1	Does the program follow appropriate client screening and intake procedures? [Standard 10]
VIST 2	Does the program appropriately schedule and document service provision? [Standard 9]
VIST 3	Does the program correctly reports documented units to DFTA? [Standard 6]
VIST 4	Does the program provide supervision and support to visitors? [Standard 8]
VIST 5	Does the program maintain required records on file? [Standard 15]
VIST 6	Does the program serve the appropriate population? [Standard 13]

TELEPHONE REASSURANCE

TELE 1	Does the program follow appropriate client intake and screening procedures?]Standard 9]
TELE 2	Does the program appropriately schedule and document service provision? [Standard 12]
TELE 3	Does the program correctly reports documented units to DFTA? [Standard 6 &14]
TELE 4	Does the program provide supervision and support to callers? [Standard 8]
TELE 5	Does the program maintain required records on file? [Standard 15]

SHOPPING ASSISTANCE/CHORE

SPCH 1	Does the program follow appropriate client intake and screening procedures? [Standard 12]
SPCH 2	Does the program appropriately train and supervise workers? [Standard 11]
SPCH 3	Does the program appropriately schedule and document service provision? [Standard 13]
SPCH 4	Does the program correctly report documented units to DFTA? [Standard 17]
SPCH 5	Does the program maintain required records on file? [Standard 18]
SPCH 6	Does the program serve the appropriate population? [Standard 16]
SPCH 7	Does the program request contributions towards service provision? [Standard 5]

ESCORT

ESCT 1	Does the program follow appropriate client intake and screening procedures? [Standard 12]
ESCT 2	Does the program appropriately train and supervise escorts? [Standard 11]
ESCT 3	Does the program appropriately schedule and document service provision? [Standard 14]
ESCT 4	Does the program correctly report documented units to DFTA? [Standard 17]
ESCT 5	Does the program maintain required records on file? [Standard 18]
ESCT 6	Does the program serve the appropriate population? [Standard 16]
ESCT 7	Does the program request contributions towards service provision? [Standard 5]

DEFIBRILLATOR QUESTIONS

DEFIB 1	Does the program have an Automated External Defibrillator?
DEFIB 2	Has the Automated External Defibrillator been correctly assembled? This applies only to the "Onsite" model. Assembly entails insertion of the battery and pads cartridge.
DEFIB 3	Is the Automated External Defibrillator functioning?
DEFIB 4	Does the program monitor the Automated External Defibrillator weekly and maintain a check-log?
DEFIB 5	Are pads current (not expired)?
DEFIB 6	Are staff members certified to operate an Automated External Defibrillator?