

**Bureau of Community Services
Assessment and VENDEX Guide
FY 2012**

1. Program Monitoring and Quality Score

The Program Officer will make two or more* monitoring visits during the year to gather information on program performance and provide technical assistance as needed. Program monitoring will focus on senior center standards and regulatory compliance.

The Program Officer's visits will also include a program quality review. There will be one tool used during the visits, but questions regarding compliance described in #1 and those focused on program quality will be analyzed and rated separately, and then combined into one score. If the overall monitoring/quality review is satisfactory, there will also be opportunities for bonus points for a higher score.

*Actual number of visits may vary, depending on results of initial monitoring.

2. Nutrition Monitoring and Quality Score

The Nutritionist will make at least one monitoring visit during the year to gather information on program performance and provide technical assistance as needed. Visits will focus on compliance with senior center standards for meals, health and safety, nutrition education, and record keeping procedures. Monitoring visits will also be made to commercial caterers, and the findings of those visits will inform applicable questions for programs whose meals are catered. A nutrition quality review will be completed and combined with the nutrition monitoring into one score. There will also be opportunities for bonus points if the overall monitoring/quality review is satisfactory.

3. Monitoring & Quality Scores

Each of the scores (program monitoring; program quality; nutrition monitoring; and nutrition quality) will be averaged together to create an Overall Score. The Overall Score may be adjusted based on the Unannounced Visits (see below).

4. Client Satisfaction

To Be Postponed

5. Nutrition Unannounced Visit

A Nutritionist will conduct an unannounced visit one time per year to observe meal service. The purpose of the visit is to assure that meals standards are being met, and that health and safety standards are maintained routinely.

6. Program Unannounced Visit

A program staff person (other than the program's regular PO) will conduct an unannounced visit once a year. The purpose of this visit is to observe the seniors' experiences at the program on a regular day (i.e., without staff needing to make preparations for a DFTA assessment visit), and to assure that safety and health standards are maintained routinely.

7. Unannounced Visits Scoring

A Pass in Nutrition Unannounced Visit and Program Unannounced Visit will leave the Overall Assessment Score as is. A Fail in one or both of these visits will lower the Overall Assessment Score for that program by 10 percentage points. This could result in a lower overall Vendex score if the deduction pushes the overall BSC Assessment into a lower rating category.

**Bureau of Community Services
Assessment and VENDEX Guide
FY 2012**

8 Scores Combined

As described above, the Monitoring and Program scores are combined with the Unannounced Visits results to create a final BCS Assessment score.

9. BCS Assessment Score Card Results

Once all scores are combined, programs will receive a Score Card showing the individual scores in each area. This Score Card will allow programs to have a clear understanding of how they performed in each area and how the scores were calculated.

10. BCS Program Vendex Score

The final BCS Assessment score is comparable to the Vendex Program score.

11. Fiscal Vendex Score

The Fiscal Vendex rating is based on audits and the accuracy and timeliness of the invoices submitted. If an organization has a clean audit, i.e., no material findings and/or no deficit, then the organization (and all its contracts) will not receive a rating lower than a Fair. The Fair rating may go up on a contract basis depending on the accuracy and timeliness of the Invoices submitted. The result of the audit is the most important factor in determining the fiscal rating.

12. Timeliness Vendex Score

Each senior center must have up-to-date SPP and DETERMINE data. The Timeliness score will be determined based on these data as well as other factors such as responsiveness to requests from DFTA.

13. Vendex Scores Weighted and Combined

The overall Vendex score consists of the Programmatic Vendex score with the Fiscal and Timeliness Vendex scores factored in as follows:

Fiscal: If a program receives a Good or Fair fiscal rating, the programmatic rating will be used as the overall rating. A Poor fiscal rating will bring the overall rating down one level (e.g., from Good to Fair). An Unsatisfactory fiscal rating will bring the overall rating to Poor. As an example, if a program receives a Poor programmatic rating and an Unsatisfactory fiscal rating, the program would receive an Unsatisfactory overall rating.

Timeliness: If a program receives a Good or Fair rating in Timeliness, the programmatic rating will be used as the overall rating. A Poor Timeliness rating will bring the overall BSC Assessment score down by 10 percentage points. This could result in a lower overall Vendex score if the deduction pushes the overall BSC Assessment into a lower rating category.

14. Final Vendex Score

Once the final Vendex score is calculated, it is sent to the sponsoring organization by the Mayor's Office of Contracts.