

Bureau of Community Services  
Assessment and VENDEX Guide

**1. Program Monitoring 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.

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

**2. Program Quality Score**

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.

**3. Nutrition Monitoring and Quality Score**

A Nutritionist will make two scheduled monitoring visits per year to each program. Results of overall compliance and of certain specific elements of these two monitoring visits will be compiled to determine a comprehensive nutrition quality score. This quality review includes opportunities to receive bonus points. Two monitoring visits per year will also be made to commercial caterers, and the findings of those visits will inform the nutrition monitoring questions for programs whose meals are catered.

**4. Monitoring & Quality Scores**

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

**5. Client Satisfaction**

DFTA staff will conduct a brief annual survey for senior center participants to share their level of satisfaction with the program, staff and services. Feedback from this survey will be shared and discussed with the program.

**6. Nutrition Unannounced Visit**

A Nutritionist will conduct an unannounced visit to each program one time per year. The purpose of the visit is to assess how well the program is adhering to program standards and to provide technical assistance in areas that need improvement.

**7. 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.

#### **8. Client Satisfaction & Unannounced Visits Scoring**

A Pass in all three areas (Client Satisfaction, Nutrition Unannounced Visit, and Program Unannounced Visit) will leave the Overall Score as is. A Fail in one or two of the three areas will lower the Overall Score by one. A fail in all three will lower the score by two.

#### **9. Scores Combined**

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

#### **10. 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.

#### **11. BCS Program Vendex Score**

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

#### **12. 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

#### **13. 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.

#### **14. 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 points. This could result in a lower overall Vendex score if the deduction pushes the overall BSC Assessment into a lower rating category.

#### **15. Final Vendex Score**

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