



Agenda

DATE 10/3/14 TIME 11:14a
BY Lugi Gonzales
BY [Signature]

DIVISION OF SENIOR SERVICES SENIOR ADVISORY BOARD OF DIRECTORS

Mary Esther Gonzales Senior Center
1121 Allo Street, Santa Fe, NM
Wednesday, October 15, 2014
9:30 a.m.

- I. CALL TO ORDER
- II. INVOCATION/PLEDGE OF ALLEGIANCE
- III. ROLL CALL
- IV. APPROVAL OF AGENDA
- V. APPROVAL OF MINUTES – September 24, 2014
- VI. DSS DIRECTORS REPORT – Ron J. Vialpando, Director
 - A. Program Units of Service
 - B. Mock Hearing
 - C. Rotunda Roundhouse Senior Day – January 27, 2015
 - D. Introduction of New Employee – Darlene George
- VII. COMMITTEE REPORTS
 - A. Foster Grandparent/Senior Companion Programs
 - B. RSVP
 - C. In-Home Support Program
 - D. Transportation/Nutrition Programs
 - E. Senior Olympics
- VIII. UNFINISHED OTHER BUSINESS - None
- IX. NEW BUSINESS
 - A. Board Member Training - Direct Purchase of Services
- X. COMMENTS FROM FLOOR
- XI. DATE AND PLACE OF NEXT MEETING
- XII. ADJOURNMENT

Persons with disabilities in need of accommodations may contact the City Clerk's office at (505) 955-6520, five (5) working days prior to the meeting date.

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DIVISION OF SENIOR SERVICES

ADVISORY BOARD MEETING

October 15, 2014

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MINUTES OF THE
DIVISION OF SENIOR SERVICES
ADVISORY BOARD OF DIRECTORS

October 15, 2014

A meeting of the City of Santa Fe Division of Senior Services Advisory Board of Directors was called to order by Andres Romero, Chairman at 9:30 a.m. on this date at the Mary Esther Gonzales Senior Center, 1121 Alto Street, Santa Fe, New Mexico.

Roll Call indicated the presence of a quorum for conducting official business as follows:

MEMBERS PRESENT

Andres Romero, Chairperson
Mary Louise Giron, Vice Chairperson
Rosemary Trujillo, Secretary
Toni Ann Gallegos
Dennis Gonzales
Elaina K. Gonzalez
Virginia Lucero
Corrine Sanchez
Doug Schocke

MEMBERS ABSENT

Gilbert Alarid, excused
Bernardo C de Baca, excused

STAFF PRESENT

Lugi Gonzales, Division of Senior Services Manager
Darlene George, Division of Senior Services, In-Home Support Services Homemaker
Dan Mitchell, Division of Senior Services, Special Projects Administrator
Theresa Trujillo, Division of Senior Services, In-Home Support Services Supervisor
Ron Vialpando, Division of Senior Services Director

OTHERS PRESENT

Jo Ann G. Valdez, Stenographer

INVOCATION

Invocation was led by Dennis Gonzales.

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Doug Schocke and was recited by all present.

APPROVAL OF AGENDA

Ms. Sanchez moved to approve the agenda as presented. Ms. Trujillo seconded the motion. The motion passed unanimously by voice vote.

APPROVAL OF MINUTES: September 24, 2014

The following change was made to the Minutes of the September 24, 2014 meeting:

Page 7, 3rd paragraph, 2nd line was changed to read: "*Mr. Vialpando noted that the Deputy Director of the Civic Housing Authority is **Rudy Gallegos***".

Ms. Gonzalez moved to approve the Minutes of the September 24, 2014 meeting as amended. Ms. Giron seconded the motion. The motion passed unanimously by voice vote.

DIVISION OF SENIOR SERVICES DIRECTOR'S REPORT

a) Program Units of Service

Mr. Vialpando gave an update on the Program's Units of Services as follows:

- The Division of Senior Services is showing an overage, based on projections, in congregate meals by 73 units of services and a shortage of 1,781 in Home-Delivered meals.
- The Division of Senior Services is showing an overage of 221 units for transportation services due to a vacancy in transportation.
- The Division of Senior Services is also showing a shortage in respite units by 239 units; and a shortfall of 140 units for homemaker services.

Mr. Vialpando mentioned that they filled the homemaker position recently and the DSS should be able to meet the funding obligation by the end of the fiscal year. The new employee (Darlene George) was introduced later in the meeting.

b) Mock Hearing

Mr. Vialpando explained the reason for the Mock Hearing and noted that there are over 32 counties who should attend the hearing. The Legislative Requests for 2015 will

be presented to this panel who will analyze the request and decide what is ranked critical and high, and what will be presented to the Legislature.

Mr. Vialpando said the AAA Mock Hearing is tentatively scheduled for October 28th. The location of the meeting has not been determined and Mr. Vialpando offered to let the Board Members know when the location is determined.

Mr. Vialpando said as an agency, the DSS is required to have 24 hours of mandatory training to be in compliance with AAA.

c) Rotunda Roundhouse Senior Day – January 27, 2015

Mr. Vialpando noted that Senior Day at the Rotunda Roundhouse is January 27, 2015. He asked the Board if they wanted to have their regular monthly meeting at that time. There was consensus of the Board to move the meeting of January 21, 2015.

Ms. Giron made a motion to move the regularly scheduled Board meeting of January 21, 2015 to January 27, 2015 at 9:00 a.m. at the Rotunda Roundhouse. Ms. Trujillo seconded the motion. The motion passed unanimously by voice vote.

Transportation will be provided from the Mary Esther Gonzales Senior Center to the Rotunda Roundhouse.

d) Introduction of New Employee – Darlene George

Theresa Trujillo, (In-Home Support Services Supervisor) and Ron Vialpando introduced the new homemaker, Ms. Darlene George.

The Board welcomed Ms. George.

Ms. George provided a brief history of her background noting that she started three weeks ago on September 29th. She noted that her duties as a homemaker include running errands for seniors, house cleaning and bathing the seniors, etc.

Ms. Giron asked Ms. George if she has done this job before.

Ms. George said she has cared and cleaned for the elderly before coming to work for the City.

Ms. Trujillo said with Darlene George on board, In-Home Support Services now has 13 full-time positions and is expecting to fill one more full-time position. They conducted interviews for a Respite Care Provider and offered the job to Carmelita Ortega. The paperwork is in the approval process. Therefore, there will be a total of 14 full-time positions; and one part-time clerk typist position.

Ms. Trujillo announced that they are having a Caregiver Support meeting on Tuesday, November 18th at the Mary Esther Gonzales Senior Center from 1:30 p.m. to 4:30 p.m. She noted that November is National Family Caregiver Month as well as National Alzheimer's Disease Awareness Month. They plan on giving small gifts to the caregivers that attend and are asking for suggestions on items to present to these deserving individuals.

This session will provide education and emotional support to adults who deal with stress associated while providing specialized care for homebound individuals. Refreshments will be provided and all are invited to attend.

Ms. Trujillo said they have teamed up with Home Instead Senior Care again on their "*Be a Santa to a Senior Program*". The names of needy seniors will be put on Christmas trees at St. Vincent Hospital and both Wal-Marts. The annual gift wrapping party will be on Thursday, December 18th here at the Mary Esther Gonzales Senior Center. The Board Members were invited to come and help wrap gifts.

Mr. Vialpando asked how many gifts they give out.

Ms. Trujillo said last year they gave 700 gifts out but they usually give about 400 gifts on an annual basis.

Update on Construction Projects

Mr. Vialpando said the construction projects are moving along. The documents have been finalized and the projects will be going out to bid within the next three weeks or so. They are hoping to break ground sometime in January or February of 2015.

COMMITTEE REPORTS:

The written Committee Reports were submitted, distributed and reviewed.
{Please see Exhibit "A" for the specifics.}

Foster Grandparent /Senior Companion Programs Committee

Mr. Schocke moved to accept the Foster Grandparent/Senior Companion Program Committee monthly report as submitted, and include it as part of the record with the Minutes. Ms. Gonzalez seconded the motion. The motion passed unanimously by voice vote.

RSVP Committee

Mr. Schocke noted that they still do not have a replacement for Kristen Slater-Huff.

Mr. Vialpando said they will begin the advertisement process soon. The RSVP & Community Relations Administrator position will be advertised with the City of Santa Fe early next week and there is a possibility that they will have a person to fill the position in mid-November.

Ms. Lucero moved to accept the RSVP Committee monthly report as submitted, and include it as a part of the public record with the Minutes. Mr. Gonzales seconded the motion. The motion passed unanimously by voice vote.

In-Home Support Services Committee

Ms. Gallegos moved to accept the In-Home Support Services Committee monthly report as submitted, and include it as a part of the public record with the Minutes. Mr. Gonzales seconded the motion. The motion passed unanimously by voice vote.

Transportation and Nutrition Committee

Ms. Giron noted that they had their meeting this morning right before the Board meeting and there were too many interruptions, therefore the Transportation and Nutrition Committee decided to change the meetings back to the third Tuesday of the month, the day before the Board meeting.

Ms. Sanchez moved to accept the Transportation and Nutrition Committee monthly report as submitted, and include it as a part of the public record with the Minutes. Ms. Lucero seconded the motion. The motion passed unanimously by voice vote.

Senior Olympic Committee

Chairman Romero asked what they mean when they say they want to attract athletes of younger ages.

In response, Ms. Sanchez said participation has really gone down. The seniors that are involved in senior Olympics are usually older than 55 years of age and they would like to attract younger seniors to get involved with the senior Olympics.

Mr. Vialpando said for clarification purposes, the senior Olympics policy is 50 years of age and up.

Ms. Giron suggested that they do some advertising to recruit the younger seniors. Possibly, they could do a recruitment article in the *Senior Scene* newsletter.

Mr. Vialpando said this is a great idea and he will make a suggestion to include an article in the next issue of the newsletter.

Ms. Sanchez explained that it can get expensive for some seniors to participate in some senior Olympic events, especially if there are transportation and hotel room costs.

Ms. Giron asked if the Senior Olympics Committee pays for these costs.

Ms. Sanchez said no.

Ms. Sanchez moved to accept the Senior Olympics Committee monthly report as submitted and include it as a part of the public record with the Minutes. Ms. Gallegos seconded the motion. The motion passed unanimously by voice vote.

UNFINISHED/OTHER BUSINESS

a) Silver Alert Program

Information on the Santa Fe Police Department's Silver Alert Program was distributed. The Silver Alert Program is a public notification system that will broadcast information about missing persons (usually over the age of 65), especially seniors with Alzheimer's disease, dementia or other mental disabilities – in order to aid in their return.

NEW BUSINESS

a) Board Member Training – Direct Purchases Services

Copies of the *Direct Purchase of Services – Non-Metro New Mexico Area Agency on Aging* Manual were distributed. A copy is hereby incorporated to these Minutes as Exhibit "B". Please see Exhibit "B" for the specifics of this presentation.

Mr. Vialpando reviewed the NM AAA Manual and explained the purpose of the Contingency Plan. The purpose of a contingency plan is to enable the provider/vendor the ability to request an amendment to their service contract and is important when service delivery is threatened by unforeseen circumstances, not as a result of negligence by the program administration. However, a contingency plan does not allow providers to renegotiate units of service as often as they want to. A contingency plan does not allow providers to shift funding for unmet units of services that fall out of the scope of what is listed as allowable in the contingency plan. The contingency plan does protect providers from unforeseen circumstances that will affect units of service not being met and loss of funding.

Mr. Vialpando mentioned that the providers/vendors must have qualified staff to carry out the AAA Agreement effectively. It is the sole responsibility of the provider/vendor to ensure that the necessary training for all staff, volunteers, advisory councils and board of directors is completed and properly documented. A minimum of twenty-four (24) hours annually is required to complete the certified training process.

Chairman Romero noted that there is a State Council Meeting tomorrow and the Manual may be revised.

Mr. Vialpando offered to get the manual downloaded to thumb drives for the Board Members.

COMMENTS FROM THE FLOOR

a) Meals on Wheels Services needed

Virginia Lucero said it has been brought to her attention that a senior citizen has contacted Robert Duran of the DSS Meals on Wheels program because she really needs the Meals on Wheels. However, she has not received a response from Mr. Duran in over a week.

Chairman Romero noted that he has also heard that Robert Duran is very difficult to get a hold of, and does not return his phone calls.

Mr. Vialpando said he will address this and contact the senior citizen today.

b) Report on meetings at Pasatiempo Senior Center and Ventana de Vida Senior Center

Elena Gonzalez noted that she attended two senior center monthly meetings recently: one at Pasatiempo Senior Center and one at the Ventana de Vida Senior Center. She said it was very enlightening to attend both meetings. She noted that Cindy Sena of the Division of Senior Services attended both meetings with her.

Ms. Gonzalez explained that the meeting at the Ventana de Vida Senior Center was well attended, pleasant, successful and positive. The seniors at this center have a very enthusiastic outlook and great attitudes. They provide a monthly financial report and a printout for the seniors to know the status of the finances.

However, the meeting at the Pasatiempo Senior Center was not as well attended and did not have the positive tone of the Ventana de Vida Senior Center monthly meeting. There were only five people at the meeting, of which only two were senior citizens. People have complained that they have been verbally accosted by the individual who runs the Pasatiempo Senior Center.

Ms. Gonzalez said she was asked if someone from the DSS Advisory Board of Directors could attend the monthly meetings at the senior centers.

Ms. Gonzalez asked if the Senior Centers have to give some kind of input or report on what goes on at each of the senior centers.

Lugi Gonzales said yes, they are required to file a monthly Treasurers' report.

Chairman Romero asked if the people who were accosted filed written reports because this issue has been brought up before. Mr. Vialpando said yes and the DSS will be looking into this.

Discounts for cable services (Comcast) for senior citizens

Chairman Romero asked for an update on the question that was asked at last month's meeting with regards to discounts for cable services for senior citizens.

Mr. Vialpando said he has not had a chance to check on this but he will contact the Housing Authority to discuss this with them because they would be the ones who will need to arrange this with Comcast.

Enhance Fitness Classes

Dan Mitchell announced that the Enhance Fitness Classes will be starting next Monday and will be held on Monday, Wednesday and Friday mornings here at the Mary Esther Gonzales Senior Center. The classes will be in the newsletter. The instructor has been trained and certified.

Art Classes

Chairman Romero asked for an update on the art classes.

Lugi Gonzales said the Art Classes will start on November 4th at 1:00 p.m. here at the Mary Esther Gonzales Senior Center.

TIME AND PLACE OF NEXT MEETING

The next meeting was scheduled for November 19, 2014 at 9:30 a.m. at the Mary Esther Gonzales Senior Center.

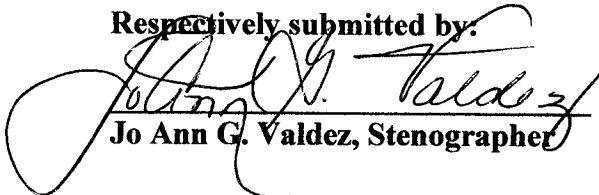
ADJOURNMENT

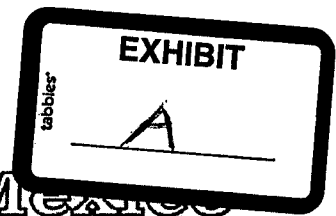
There being no further business to come before the Board, the meeting adjourned at 10:50 a.m.

Approved by:


Andres Romero, Chairman

Respectively submitted by:


Jo Ann G. Valdez, Stenographer



City of Santa Fe, New Mexico

memo

Date: October 9, 2014
To: Senior Services Board of Directors
From: Melanie Montoya, Volunteer Programs Administrator 
Re: Foster Grandparent/Senior Companion (FGP/SCP) Programs

The following are some program highlights:

- Staff would currently like to recruitment one Senior Companion who drives his/her own vehicle. We currently have a waiting list of clients who have requested assistance with errands and escort services. We currently have two seniors who would like to join the program but their abilities are limited. Recruitment referrals should be made to Melanie.
- Quarterly hours (for months July through September) were reported as follows:
Foster Grandparent Program – 5,416 hours or 31 volunteers offering 21 hours each week for 12 weeks.
Senior Companion Program – 8,067 hours or 24 volunteers offering 22 hours each for eight weeks.
The quarterly hours on track per our contact.

If you have questions or require additional information, please feel free to contact Melanie at 955-4761. Thank you.

City of Santa Fe, New Mexico

memo

Date: October 9, 2014

To: Senior Services Board of Directors

From: Melanie Montoya, Volunteer Programs Administrator

Re: Retired Senior Volunteer Program (RSVP)

The following are some program highlights:

- The RSVP & Community Relations Administrator position will be advertised with the City of Santa Fe early next week. It is a possibility that we will have a person to fill the position mid-November.
- Hours reported for this quarter (July through September) are as follows: 330 volunteers 19,946.


If you have questions or require additional information, please feel free to contact Melanie at 955-4761. Thank you.

City of Santa Fe, New Mexico

memo

Date: October 15, 2014

To: DSS Advisory Board Members

From:  Thomas Vigil, DSS Program Administrator

Subject: Transportation/Nutrition Committee Monthly Report

Transportation Monthly Report

- In September 2014, DSS staff provided a total of 3,823 rides to seniors.

Nutrition Monthly Report

- In September 2014, DSS provided 4,793 meals-on-wheels to DSS clients.
- In September 2014, DSS provided 11,930 congregate meals.

City of Santa Fe, New Mexico

memo

Date: October 14, 2014

To: Board of Directors

Fr: Cristina Villa, DSS Program Coordinator W

Subj: Senior Olympics

The Senior Olympics Committee met on Wednesday, October 8th at the Mary Esther Gonzales Senior Center Board Room. The committee is trying to seek new ideas in attracting athletes of younger ages. A few members will be meeting with the Mayor to see if he can approve rates for the younger athletes to get into the recreation centers. Local games will be moved up earlier due that National Games are in July 2015.

Next meeting will be on Wednesday, November 12, 2014 at 9:30 a.m. at the Mary Esther Gonzales Senior Center Board Room.

City of Santa Fe, New Mexico

memo

DATE: October 9, 2014

TO: Advisory Board Members

FROM: In-Home Support Services Committee
Theresa P. Trujillo, IHSS Supervisor *TT*

SUBJECT: Committee Status Report

September units of service are as follows:

- Homemaker – 764 & 1/4 hours to 91 seniors
- Respite – 814 hours to 40 caregivers
- Equipment - 28 units
- Nutritional Supplements –132 6-packs (33 cases)

Units of service were short by 16 regarding Homemaker hours and short by 46.25 for Respite hours for September totaling 62.25 hours short for In-Home Support. Year to date, we are **short** in Homemaker hours by 139.75 hours and **short** in Respite hours by 221.75 hours for a total of (361.50) units. IHSS providers took off a total of 177 hours in September. Additionally, Labor Day was a holiday as well as Fiesta Friday afternoon for an additional 144 hours off totaling 321 hours off in September for the section.

Darlene George began work on Monday, September 29.

We conducted interviews for a Respite Care Provider and offered the job to Carmelita Ortega. The paperwork is in the approval process.

We will be having a Caregiver Support Meeting on Tuesday, November 18, at the Mary Esther Gonzales Senior Center from 1:30 pm – 4:30 pm (see attached flyer). November is National Family Caregiver Month as well as National Alzheimer's Disease Awareness Month. We plan on giving small gifts to caregivers that attend. Please let me know if you have any suggestions on items to present to these deserving individuals. X

We have again teamed up with Home Instead Senior Care in their "Be a Santa to a Senior Program". Christmas trees with needy Senior's names will be put up at St. Vincent Hospital and both Wal-Marts. Our annual gift wrapping party will be on Thursday, December 18. X

If you have any questions or require additional information, please let me know.



**City of Santa Fe
Division of Senior Services**



November is National Caregiver Month
and
National Alzheimer's Disease Awareness Month

Please join us for a
Caregiver Support Group

**“Alzheimer's Disease
Communication and Behaviors”**

Presented by:

Annabelle Montoya, Alzheimer's Association's
Northeastern Regional Manager,

Tuesday, November 18, 2014, 1:30 p.m. to 4:30 p.m.
Mary Esther Gonzales Senior Center
1121 Alto Street

This session will provide education and emotional support to adults who deal with stress associated while providing specialized care for homebound individuals. Navigating through the web of Alzheimer's while extending a supportive atmosphere, so caregivers can comfort each other in meaningful ways, while getting some relaxation.

Door prizes for Caregivers!

Refreshments will be provided, new faces welcome,
we look forward to seeing you!

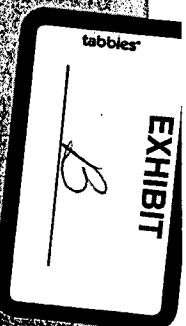
For reservations, please call Theresa Trujillo at 955-4745

alzheimer's  association®

Direct Purchase of Services



Budget Training – September 16-18, 2014



DPS Manual Purpose

► COMPLIANCE!!!!!!
► STANDARDIZATION
OF

PROCEDURES!!!

➤ Defining the DPS
process

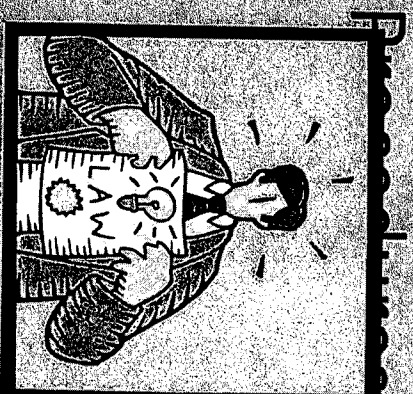
➤ Application Process

➤ Reporting
Requirements

➤ Policies/Procedures

- Flexibility &
Accountability

- Step by Step



DPS Manual Contents

- Overview of Agency
 - NCN/MEDD
 - Non-Metro AAA
 - History & Structure
- Request for Proposal Process
- Direct Purchase of Sys. Process
- Request for Proposal Document & Rating Criteria
- Public Hearing Process
- Describes the Amendment Process
- Contingency Plan
- Required Training
- Service Definition/Unit Measures
- Glossary
- Budget Forms
- Reports with Instructions
- Resources

DPS Manual Sections

Section I: Preface, Introduction & Purpose
Preface, Introduction and Purpose, &
History and Structure

Section II: - Request for Proposal & DPS

DPS Overview

RFP Document

RFP- Rating Criteria

Public Hearing Process

DPS Agreement

Section III.

Amendments

DPS Manual Sections

Section IV:

Contingency Plan

Section V:

Training

Section VI:

Service Definitions- Examples

Section VII: Glossary

Acronyms

Definition of Frequent Terms Used

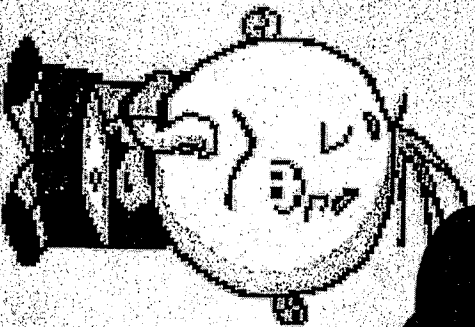
Section VIII: Appendix

Forms, Instructions, etc.

Changes

Implementation of the “Contingency Plan”

Required Training Topics/Forms



**Hm, trainings ... I
thought we are
doing this?**

Training

Providers/Vendors must have qualified staff to carry out the Agreement effectively.

The program has the responsibility to:

- ensure that all training is completed and properly documented.
- Documentation Verifying required training will be Maintained by the providers, and must include date, time and the source of provider training hours.

The in-house training recommended training should NOT be limited to the suggested topics. This is a process that MUST be on-going in order to successfully manage a good program.

It is the sole responsibility of the provider/vendor to ensure that necessary training for all staff, volunteers, advisory councils and board of directors is completed and properly documented!

Certified Training

1. Older Americans Act (OAA)
2. NIMAAA Policies & Procedures
3. Contract Compliance
4. Financial Management
5. SAMS Overview
6. Reporting Process
7. Advisory Council Training
8. Board of Director's Training
9. Customer Service
10. Program Code of Conduct
11. Service Definitions
12. Confidentiality/HIPPA
13. Legislative Process



In House Training

1. Nutrition/M meal Preparation
2. Kitchen Safety
3. CPR/First Aid/ Emergency
4. Vehicle Safety/Maintenance
5. Code of Conduct
6. Proper Documentation
7. Sanitary Methods
8. Provider Policy & Procedure Compliance
9. Confidentiality/HPAA
10. Customer Service
11. Personnel/Supervisory
12. Fire Safety/Prevention/Evacuation, Etc.

Training

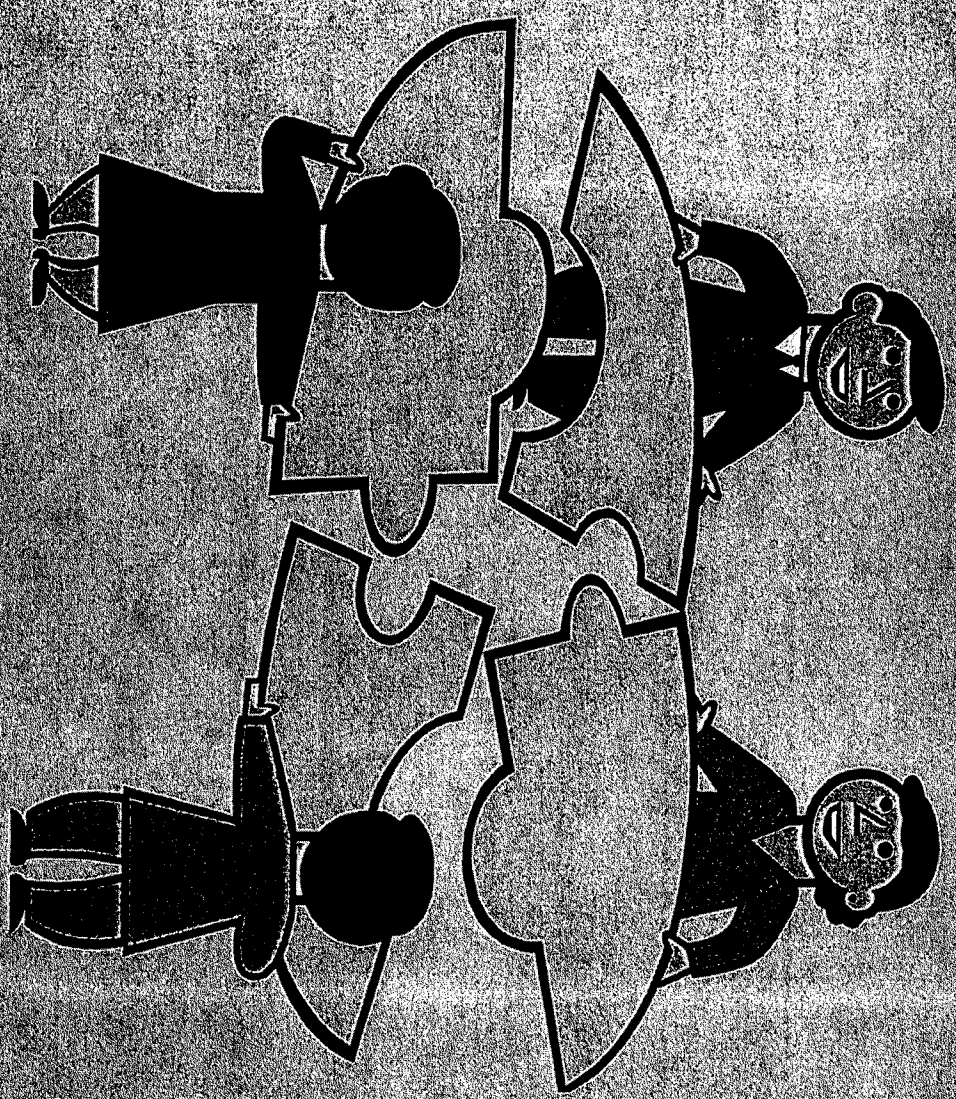
The certified training topics are the minimal standards set forth by Non – Metro AAA.

AAA staff or other persons/agencies with equivalent expertise (Fire Department, Environmental Department, Nutritionists, Dieticians, APS, etc).

As a provider/vendor, if you are unsure if an individual or agency qualifies to provide such trainings, contact the Non – Metro AAA staff.

A minimum of twenty-four hours annually is required to complete the certified training process.

CONTINGENCY PLAN



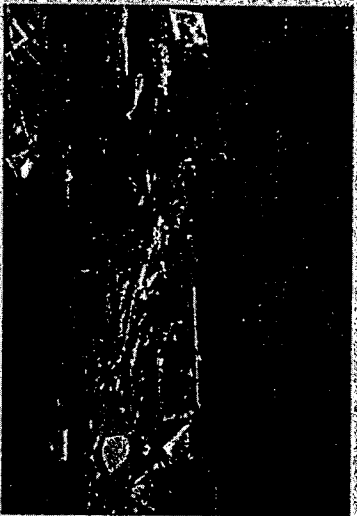
PURPOSE OF A CONTINGENCY PLAN

A Contingency Plan is IMPORTANT when service delivery is threatened by unforeseen circumstances, not as a result of negligence by program administration.

The purpose of a Contingency Plan is to enable the provider/vendor the ability to REQUEST an amendment to their service contract.

Fire/Weather Disasters

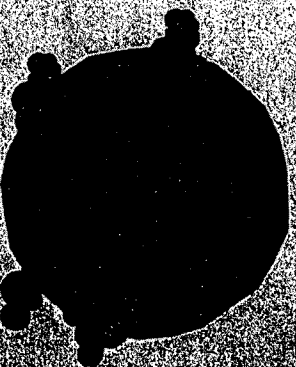
EXAMPLES



Death

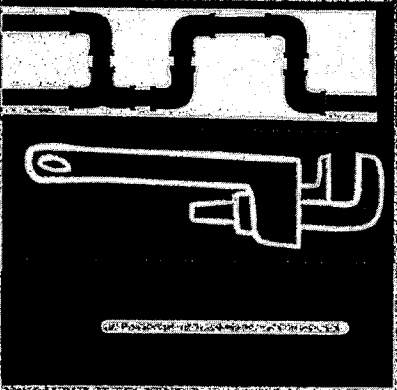


Loss of Staff



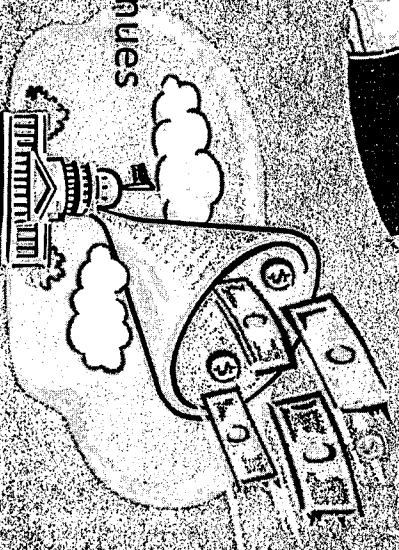
Structural Damage

Nursing homes



Plumbing/Sewer Problems

Loss of Revenues



Environmental Contamination Issues

NEXT STEPS

• NOTIFICATION

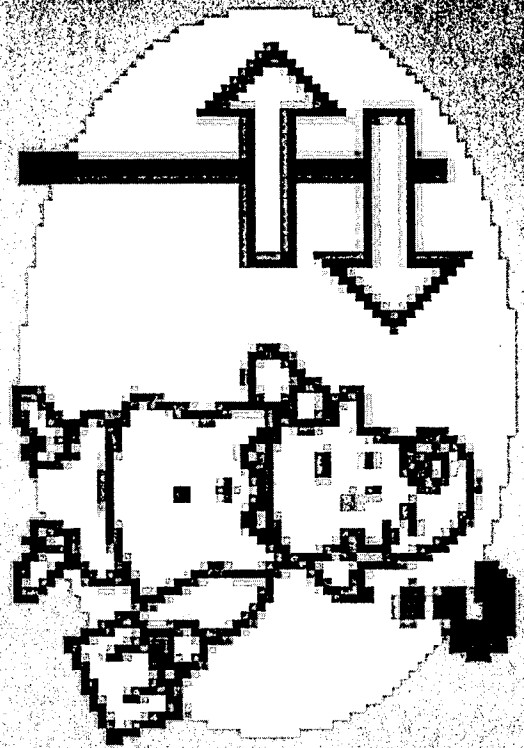
Bottom Line:

A contingency plan does not allow providers to renegotiate units of service as often as they want to. A contingency plan does not allow providers to shift funding for unmet units of service that fall out of the scope of what is listed as allowable in this contingency plan.

A contingency plan does protect providers from unforeseen circumstances that will affect units of service not being met and loss of funding.

WHAT DOES THIS MEAN ?

- KNOW THE NEEDS OF YOUR COMMUNITY
- KNOW THE COSTS OF SERVICES
- GOOD PLANNING
- MANAGE STAFF
- MANAGE SERVICES
- KNOW AND MANAGE BUDGETS
- ACCOUNTABILITY
- KNOW HOW TO MAKE PROJECTIONS – SHOULD I PROJECT HIGH OR LOW?



Questions

