



Pennsylvania Department of Aging

Changes to the Monitoring Process for the Department of Aging

Comprehensive Aging Performance Evaluation (CAPE)



Pennsylvania
Department of Aging

Agenda

- Monitoring Authority
- Legacy vs. New PDA Monitoring
- CAPE Performance Evaluation
- CAPE Performance Evaluation Findings
- CAPE Review Timeline
- Results
- Continued Performance
- Additional Information & Next Steps
- Key Takeaways
- Questions



Monitoring Authority

- Federal, State and Department Authority
 - Older Americans Act
 - *Older Adults Protective Services Act (OAPSA, 35 P.S. §§ 10225.101, et seq.), related 6 Pa. Code Chapter 15. regulations*
 - *Aging Services Policy and Procedures Manual*
 - *Chapter IV. OPTIONS Program*
 - *Chapter VI Caregiver Support Program*
 - *Chapter VII Protective Services*
 - Aging Program Directives
 - *Fiscal APD 05-01-09*
 - *Fiscal APD 24-01-01*
 - *Cooperative Block Grant Agreement*



Legacy vs. New PDA Monitoring

Legacy	New (CAPE)
Rotating individualized program monitoring	Comprehensive program monitoring
PS monitoring by Bureau of Protective Services	Restructured that all program monitoring is conducted by Bureau of Quality Assurance
Irregularities in scheduling and frequency of monitoring reviews	Set schedule that maximizes resources
Inconsistent performance expectations	Consistent basic realistic expectations
Subjective measures	Objective measures
Complex algorithm	Simple and key performance measures and categories
Focused on overall score	Focuses on individual measures and categories
Generalized technical assistance training	Specialized and focused technical assistance and training



Legacy vs. New PDA Monitoring

(Continued...)

Legacy	New (CAPE)
Unspecified/open-ended timeframe for correcting performance	Specific schedule with review periods/end points for meeting performance threshold
Trends not identified	Identifies trends across the AAA network
Findings not peer-reviewed prior to issuance	Findings are peer-reviewed by program staff before dissemination
Systemic issues not captured	Identifies chronic and systemic non-compliance
Cases processed with interpretation	Cases evaluated for compliance using performance measures
Sample size small and not consistent with other program areas	Consistent sample size methodology
PS focus on risk	PS focus on safety



CAPE Performance Evaluation

- Older Adult Protective Services

- 25 Overall Performance Measures
- Performance Measure = Compliant @ $\geq 85\%$
- Feeds into 5 Overarching Categories:
 - Documentation Requirements
 - Data Management
 - Administrative Oversight
 - Risk Mitigation and Safety
 - Investigative Activities

- OPTIONS/Caregiver Support Program/Fiscal

- 36 Overall Performance Measures
- Performance Measure = Compliant @ $\geq 85\%$
- Feeds into 6 Overarching Categories:
 - Documentation Requirements
 - Data Management
 - Administrative Oversight
 - Care Management
 - Program Eligibility
 - Policy and Fiscal Operations



CAPE Performance Evaluation Findings

- Any individual performance measure receiving a score less than 85% will be considered non-compliant
- AAAs will receive a Statement of Findings with non-compliant measures and the SAMS IDs for the non-compliant records
- AAAs will be required to complete and submit a Performance Improvement Plan (PIP) **for each non-compliant measure**

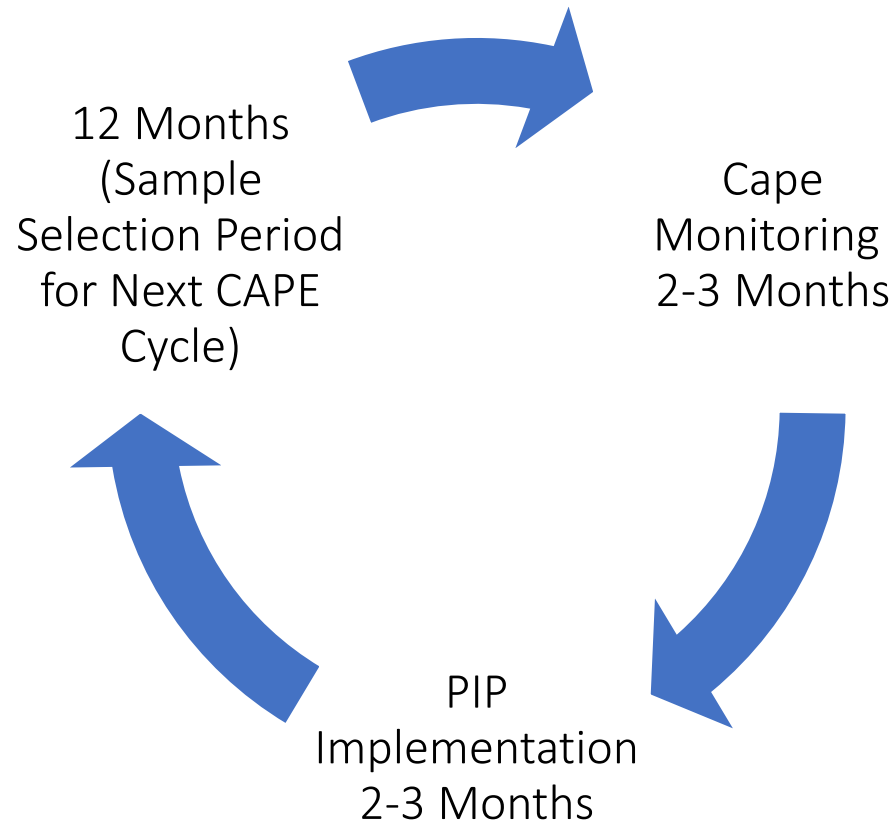


CAPE Review Timeline

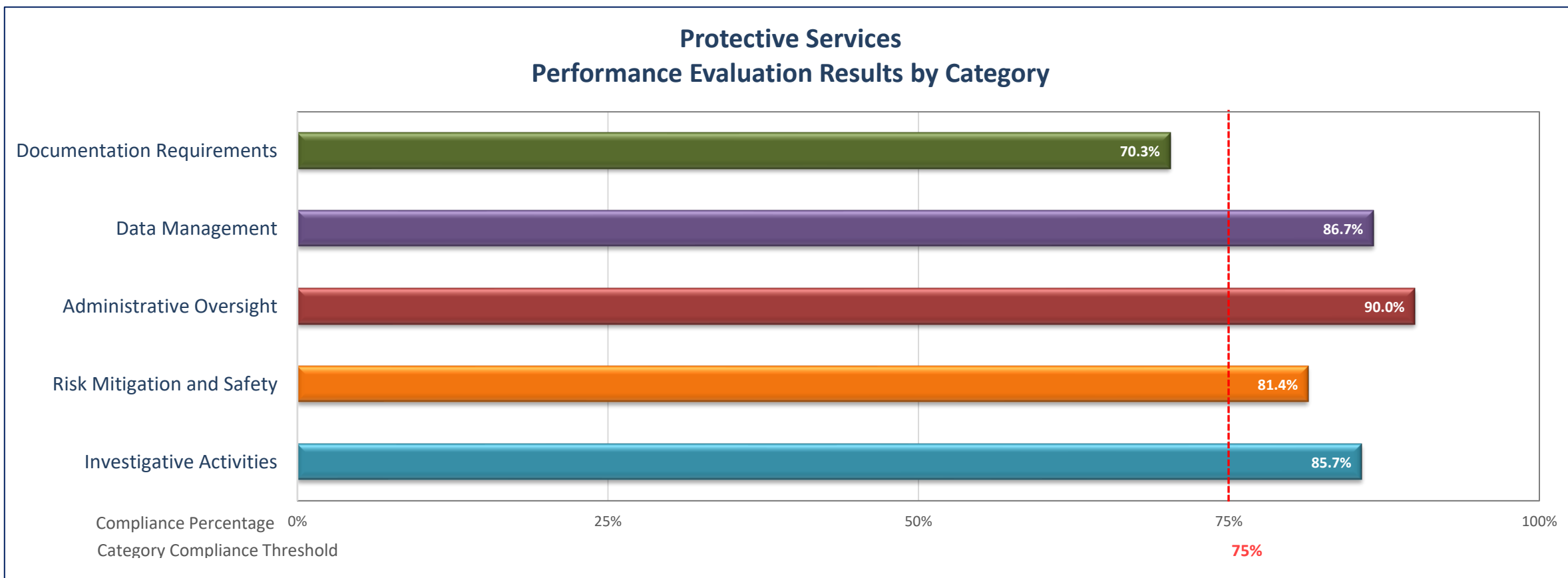
- PDA will engage with AAA to do CAPE Monitoring
- PDA will review selected cases and conduct the results call within 30 business days to discuss findings and identify performance measures that were non-compliant
- PDA Issues Statement of Findings within 2 business days of the results call and requires a PIP be returned for approval.
- Within 15 business days of issuance of Statement of Findings, AAA must submit a PIP to the Department for approval
- Every 18 months the AAA will be monitored again using same CAPE PMs
 - Will review cases 1 year prior to the monitoring
 - Will be reflective of PIPs that were implemented and assess for effectiveness



CAPE Review Timeline

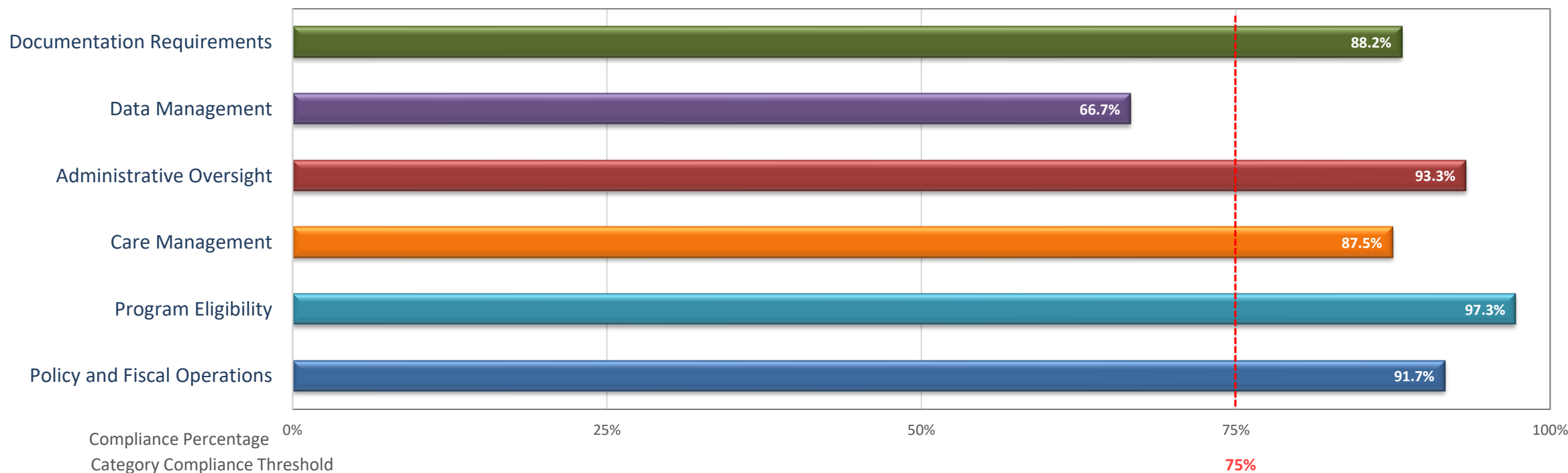


Results



Results

**OPTIONS and Caregiver Support Programs
Performance Evaluation Results by Category**



Continued Performance

- Agencies must meet 75% minimum category standards
- Agencies monitored again (18 months) and need to show improvement.
- Agencies not meeting 75% in the same category for **2 consecutive** reviews (approximately 18-month timeframe) will be on notice for a “call to action”
 - Letter to AAA & board of directors putting on notice for action
 - Letter to AAA & county commissioners putting on notice for action
- Agencies not meeting 75% in the same category for **3 consecutive** reviews (approximately 3-year timeframe) will go to secretary for remedial action
- This process will be outlined in the Cooperative Agreement and Aging Services Policy and Procedure Manual



Additional information & Next Steps

- 5 AAAs participated in a CAPE Pilot process
- Monitoring schedule developed
- Started in January 2025 – go-live
- Posting of AAA CAPE results on PDA website
- After each cycle of monitoring, the category threshold will be by raised up to 5% up to 85% overall threshold



Key Takeaways

- CAPE uses objective Performance Measures
- CAPE uses verification sources
- CAPE outlines standardized and consistent accountability
- CAPE promotes transparency



Questions?



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