



## **JOINT PROGRAM EVALUATION COMMITTEE POLICY**

The purpose of this policy statement is to clearly define the manner in which the Joint Program Evaluation Committee (JPEC) of Area 4 Agency on Aging (A4AA) shall carry out its functions as defined in the Bylaws of the A4AA Governing Board and in the Rules of Procedure of the A4AA Advisory Council and as referenced in the A4AA Performance Standards and in the A4AA Sanction Policy. Furthermore, this statement shall supersede all prior A4AA Bulletins, Notices, Memorandums and other communications which address the specific manner in which JPEC shall operate.

By the authorities set forth in A4AA's Contractual Agreements with applicable Service Providers (including services directly administered by A4AA) to deliver state and federal programs funded through the California Department of Aging, henceforth and until further notice the Joint Program Evaluation Committee shall adhere to the following guidelines.

Meeting Coordination: JPEC shall meet quarterly and on an as-needed basis. Whenever possible, JPEC meetings should be scheduled just prior to the regular meetings of the Governing Board, on the same day and at the same location where the Board meeting is to be held. Additionally, an "Approval of JPEC Recommendations" action item should be placed on the Board agenda in advance with the understanding that the final JPEC report will be delivered orally and/or in writing during the Board meeting.

Information to be Provided to JPEC: All pending requests, recommendations, corrective actions and sanctions shall be reported to JPEC until such matters have been resolved and shall include the latest written response from the Service Providers regarding the matter in question. JPEC shall receive regular written and/or oral reports on the status of new Service Providers and new programs during the first 12 months of service. JPEC shall also receive regular reports on all impacted or "wait-listed" services; a service is considered to be impacted when eligible, prospective clients are unable to be served within a reasonable time period

because the service is operating at its maximum operational capacity. Finally, following the end of a contract period, JPEC shall receive a final report of all included Service Providers which shows actual service units delivered, actual unduplicated clients served and actual dollars spent versus dollars budgeted.

Meeting Procedures: Whenever JPEC convenes, new or further action may be suggested by staff before or during the meeting. No JPEC member is expected or otherwise obligated to approve a staff suggestion; JPEC may move an alternate action or no action at all. Any JPEC member may pose questions to staff and to designated representatives of a Service Provider prior to casting a vote; however, failure of a Service Provider to furnish a designated representative shall not, in and of itself, constitute sufficient cause to delay action by JPEC.

Recognizing outstanding achievement: JPEC shall develop a plan for recognizing outstanding achievement by A4AA-funded service providers and shall submit said plan to the Advisory Council and Governing Board for review and approval. Upon approval, a complete, written description of the final plan shall be made an Addendum to this policy statement and shall require Board action to be edited, altered or deleted.

Intervening in potential compliance/performance/quality issues: A4AA staff regularly monitor all service contracts. If A4AA staff deem an issue has the potential to escalate into a compliance, performance or quality assurance problem unless some type of intervention takes place, then as soon as possible A4AA staff will request the Service Provider take corrective/preventative measures. Such measures will be commensurate with the severity of the situation, will be made in writing and will require a written response by a designated date. Failure to provide an adequate response may be considered grounds for further measures. Failure to provide any response at all shall be grounds for further measures.

Responding to compliance/performance/quality problems: If A4AA staff are made aware of a problem, then as soon as possible A4AA staff will first make reasonable and appropriate efforts to confirm and assess the matter. The A4AA Executive Director shall retain the authority to impose immediate sanctions in severe cases. In other cases, matters shall be referred to JPEC for deliberation and action.

For the purposes of JPEC deliberations, “problems” shall be defined as follows and shall apply to employees, volunteers, governing body members and designated representatives of Service Providers:

- A compliance problem is a known circumstance whereby a Service Provider has violated one or more elements of their Contractual Agreement.
- A performance problem is a known circumstance whereby a Service Provider has not met one or more elements of their Scope of Service.
- A quality assurance problem is a known circumstance whereby a Service Provider has not fulfilled an obligation to existing clients, prospective clients, the community, A4AA or other affected parties with regard to stated, reasonable or generally accepted expectations of customer service, professional conduct and/or ethical behavior.

Amendments to this Policy shall require A4AA Governing Board approval.

***Approved by the Governing Board on September 12, 2014***