

BAY AGING PROGRAM EVALUATIONS REPORT

Purpose:

Program evaluations are conducted to ensure that the services provided effectively produce the family and/or community results or outcomes for which they were designed. The results provide community action boards with guidance and a framework for ensuring that program evaluations are completed. Evaluations are also useful to the Board of Directors in prioritizing and selecting which program strategies the organization will use to address the needs of low-income families in its service area.

Authorizing Legislation and Program Regulations:

Every publicly funded program is authorized by federal and/or state legislation. Bay Aging Chief Financial Officer (CFO) has a copy of all contracts for publicly funded programs. In addition, each department head has a copy of all contracts for publicly funded programs that are administered within their respective division.

Department heads, the CFO and the Chief Executive Officer (CEO) meet several times a year to review contracts and financial reports.

The CFO and CEO meet with the Bay Aging Board's Finance Committee before every scheduled Board of Director meeting to review financials.

Program Design and Staff Implementation:

Every program and service, regardless of funding source, offered by Bay Aging speaks to the organization's mission of providing the programs and services people of all ages need to live independently. Program administrators conduct evaluations on a regular basis to determine if they are meeting their projected outcomes.

Front line staff provides their input to program administrators. Their input helps determine program effectiveness and whether improvements to program design should be implemented.

Monitoring Reports from Funding Sources:

Every program, regardless of funding source, is monitored by the funding party. Monitoring reports have periodically shown some deficiencies and findings. These reports are reviewed carefully by the CEO, CFO, department heads, program administrators and Board of Directors. To remain in compliance, corrective actions are taken to eliminate deficiencies and findings reported.

In addition to program monitoring, the Bay Aging organization is reviewed by an independent auditing company on an annual basis.

Program Reports to Funding Sources:

Every program, regardless of funding source, has a requirement to submit reports to the funding source that details program results and outcomes. Programs or services performing lower than expected must be explained and how staff proposes to correct or make improvements to the program to achieve expected outcomes.

Program Participant Feedback:

Bay Aging is presently developing a survey instrument to measure program effectiveness. We will invite and interview a sample number of program participants in each Bay Aging division who have been served. A customer satisfaction survey will be mailed; self-addressed, stamped envelope included.

Staff will be more consistent about having participant feedback a permanent and on-going part of Bay Aging's program operations.

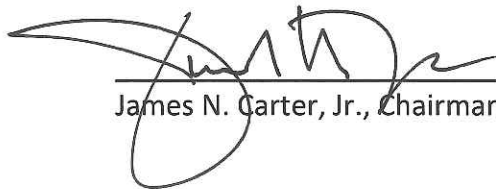
These tools will also generate a way for staff and Board of Directors to determine how well we are doing in the customer service arena.

Exception – Bay Family Housing:

Senior Apartments – All original contracts are kept with the Deputy Chief Financial Officer (DCFO) with copies to the Program Manager (PM) and Senior Vice President of Bay Family Housing (SVP-BFH). These three individuals meet several times per year to review contracts and financial reports. Bay Aging Chief Executive Officer (CEO) and Chief Financial Officer (CFO) are included in quarterly financial/program meetings.

Approved by the Bay Aging Board of Directors on

12/1/11



James N. Carter, Jr., Chairman

November 2011