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COUNTY OF BERGEN
DEPARTMENT OF HUMAN SERVICES
DIVISION OF SENIOR SERVICES/Aging & Disability Resource Connection
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James J. Tedesco III
County Executive

Jane C. Linter
Department Director

Lorraine Joewono
Division Director

March 21, 2016

Ms. Lynn Algrant
Volunteer Center of BC
64 Passaic St.
Hackensack, NJ 07601

Program Code: #941

Dear Ms. Algrant:

Attached please find a copy of the site review completed by the Bergen County Department of Human Services, Division of Senior Services for the Chore program on January 4, 2016.

The attached report was reviewed and approved by the Division of Senior Services' Advisory Council Executive Committee at its February 17, 2016 meeting.

Please review this report, noting in particular, the summary page – **Team Recommendations/Comments section**. Please implement any recommendations noted in this section and forward copies of documents your agency was required to develop/provide as a result of this site visit. Noncompliance with the recommendations may delay funding. Should you have any questions on this section, please contact Leen Werbrouck at (201) 336-7464.

Recommendations include:

- If clients continue to be above the allowable range, program director may consider speaking with the Division of Senior Services' Assistant Director.
- Although many of the client records were previously established by another agency in SAMS; it was recommended to the program director to add any missing NAPIS data to the client record. Program director has updated client records as requested.
- As a reminder, agency staff is to be diligent about keeping client information out of view of volunteers, other staff walking in and out of office. Assure limited access or keep cabinets locked. The agency must protect the confidentiality of consumer information.

We greatly appreciate the vital service that your program provides to Bergen's older adults and commend you and your staff for your dedication and commitment.

Sincerely,

Lorraine Joewono
Director



**BERGEN COUNTY DEPARTMENT OF HUMAN SERVICES
DIVISION OF SENIOR SERVICES/AGING & DISABILITY RESOURCE CONNECTION**

Program Review - 2015

DATE OF REVIEW: January 4, 2016

AGENCY NAME, ADDRESS, & PHONE NO.: Volunteer Center of BC
64 Passaic St.
Hackensack, NJ 07601
201-489-0454

PROGRAM: Chore

AGENCY REPRESENTATIVES: Maureen McCormack,

STAFF LIAISON: Andrea Pallottie

CONTRACT ADMINISTRATOR: County of Bergen

CONTRACT NUMBER: #941

CONTRACT TERM: Jan. 1, 2015-Dec. 31, 2015

TARGET POPULATION:

PROGRAM BUDGET for 2015: \$ FISCAL

BUDGET EXPENDITURES: \$ FISCAL

SERVICE ACTIVITY AS OF December 31, 2015

Service Code (where available) and Service Name	Contracted # Units	YTD Units As of 12/31/15	Contracted # Clients	YTD Clients As of 12/31/15
#211 Residential Maintenance SSBG	4,342	4,695 (108%)	530	706 (133%)
#211 Residential Maintenance SHTP	4,658	4,895 (105%)	570	736 (129%)

TARGETING COMPLIANCE:

Service Code (where available) and Service Name	Reported Minority	Minority Poverty	Other Poverty	Reported Frail /Disabled	Reported Vulnerable
#211 Residential Maintenance SSBG	73	26	46	340	218
#211 Residential Maintenance SHTP	88	18	53	356	244

DESCRIBE THE METHODS USED BY THE PROVIDER TO TARGET SERVICES:

Local newspapers, word of mouth, senior centers, newsletters, brochures, speaking engagements, media interviews, physical therapists, etc.

PROGRAM DESCRIPTION:

The Chore Program is a handyman volunteer program that provides small non-emergency repairs to seniors and the disabled such as installation of grab bars and railings, replacing/repairing faucets, repairing leaky toilets, window locks, screens, light switches and/or outlets, changing light bulbs, door/window locks, etc.

Client information is taken at time of intake and client is also informed of the scope of work Chore performs. If client is deemed eligible (Bergen County homeowner 60+ and/or disabled) and work needed is within the parameters of Chore, client is scheduled an appointment. At the time of this monitoring, the wait time for services is approximately 2 ½ weeks. If a repair requires parts, the client is charged for the cost of the part. The Chore volunteer workers collect the donation from the client or the client can mail it in. Once the work is complete the client signs the Call Sheet indicating the work was done satisfactorily and lists any payment made for parts.

The program has 3 paid part time drivers and approximately 44 volunteers. Each van carries a crew that consists of a paid crew chief or volunteer driver and is always accompanied by 1-3 volunteer workers who make between 4-5 calls per day. Each crew has a cell phone.

Clients are accepted on a first come/first serve basis however priority is given to health and safety issues. To improve efficiency, clients are scheduled geographically and a cancellation log is kept and they refer to the list of people waiting for services should a cancellation happen in the same geographic area where a client is waiting for services. Repairs for renters are limited to ones of a personal nature (put up pictures, curtains, repair wobbly chair, etc.). Any repairs to apartment itself (plumbing, electric, etc.) are the responsibility of the landlord. Chore can install grab bars or banisters with the landlord's permission.

Program director reports that Chore staff does have the ability to converse in Italian and Spanish. However, as a program of the Volunteer Center, staff will utilize the many bilingual volunteers to assist them. Social workers who call on behalf of clients are also utilized for translation. Chore will also reach out to family members of clients to assist with translation. Chore reports that reaching the minority population is still a challenge due to language barriers and, to a greater extent, cultural differences but they continue their outreach to this population through targeted mailings to senior centers, religious organizations, etc.

Agency's scheduling software was upgraded (refined features to the agency's specifications) and allows the agency to input client data, schedule appointments and the volunteers for each job.

Agency recently hired a part time Korean speaking staff person to do outreach to the Korean community.

A. PROGRAM PURPOSE (team consensus)

	YES	NO	N/A
1. The program's description, goals and objectives are consistent with the agency's mission, goals and objectives	x		
2. The program's objectives and activities are supportive of the stated goals.	x		

B. SERVICE DELIVERY (team consensus)

	YES	NO	N/A
1. An eligibility screening takes place at intake and clients are informed in a timely manner whether the service is available or delayed.	x		
2. The program has a prioritized waiting list or method to document unmet need.	x		
3. The program refers those clients who are not able to receive service at the time of intake to appropriate services within the community.	X ¹		
4. Clients receive an assessment as applicable to the service under consideration and to the clients' presenting problems.	x		
5. A comprehensive written service plan/lesson plan outlining the problem, need and planned service(s) is developed for each individual, family or group serviced by the agency.			x
6. The client and/or family participate in the development of the service plan/lesson plan.	x		
7. When service options are available, the most appropriate and least restrictive or intrusive alternative(s) to best meets the client's need is chosen.	x		
8. Monitoring of service plan/lesson plan implementation and the appropriateness of services to client's needs occurs on a regular basis.	X ²		
9. The program has appropriate procedures relative to client termination, discharge or transfer, which includes the development of any necessary aftercare plans.	x		
10. Client/staff ratio or caseload is appropriate and/or in accordance with necessary licensing.			x

C. ACCESSIBILITY (team consensus)

	YES	NO	N/A
1. The agency conducts community outreach to inform the community about the program.	X ³		
2. The program serves the needs of multi cultural clients through the availability of staff trained in cultural diversity issues.	x		
3. The program serves the needs of clients who do not speak the primary language used by the agency through the availability of bilingual personnel and/or interpretation services.	x		
4. The agency examines the transportation needs of its service population in the design, planning and location of its offices.			x

D. COORDINATION (team consensus)

	YES	NO	N/A
1. The agency cooperates with other agencies to coordinate and plan for needed programs/services.	x		
2. Programs that are part of multi service agencies are supported by the agency's variety of resources and coordination with other agency programs, as appropriate.	x		

E. CLIENT SATISFACTION (team consensus)

	YES	NO	N/A
1. The agency provides its applicants or clients with a means of expressing and resolving a complaint or appeal.	x		
2. The agency conducts annual client satisfaction surveys.	X ⁴		
3. The agency posts its Grievance Procedure in full view of clients and distributes same to all clients.	x		
4. The agency's Grievance Procedure contains, at a minimum, the provisions of the AAA's Grievance Procedures.	x		

F. BOARD OF DIRECTORS (team consensus)

	YES	NO	N/A
1. The agency has a governing body responsible for adopting its policies, defining its services, guiding its development, managing fiscal resources and assuring its accountability to the community.	x		
2. The agency has a code of ethics and conflict of interest policy to ensure that board, personnel, or consultants are not in a position of conflict of interest and do not use their agency relationship for personal gain.	x		

G. ADMINISTRATION (team consensus)

	YES	NO	N/A
1. The agency has adequately addressed the recommendations of the last program review.	X ⁵		
2. The agency examines the outcomes of cases in relation to the objectives of individual case plan and/or program goals, particularly the funded program.	x		
3. The agency has a planned program for fund raising.	x		
4. Program personnel are qualified and trained to perform the contracted service.	X ⁶		
5. The agency offers orientation for new personnel with respect to agency objectives, resources, policies and services.	x		
6. The agency has a training and development program which enables personnel to improve their knowledge, skills and abilities and which promotes awareness and appreciation of and sensitivity to the cultural background and needs of clients served by the agency.	X		
7. The agency provides adequate supervision for personnel.	x		
8. Personnel policies and procedures exist and are followed.	x		
9. Job descriptions exist and have been given to all staff.	x		
10. A written evaluation of program personnel occurs annually.	X ⁷		
11. Personnel files are maintained for each employee.	x		
12. Staff turnover is minimal.	x		
13. Staffing changes have not disrupted the quality and/or level of service.	x		
14. Administrative personnel have been constant.	x		

H. FACILITY (team consensus)

	YES	NO	N/A
1. The facility is safe and clean, with sufficient space and equipment for program activities.	x		
2. The physical environment reflects the agency's commitment to provide for the comfort and dignity of its clients.	x		
3. The agency maintains a work environment for its personnel that is conducive to effective performance.	x		
4. The agency has offices or rooms available for interviewing or counseling clients in a private and confidential manner.	x		
5. If program clients are present during the tour, they are receiving services as described.			x

AGENCY:

DATE:

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I. STAFF INTERVIEW (team consensus)

YES NO N/A.

	YES	NO	N/A.
1. Staff member's description of agency mission, program goals, and methods of providing service is consistent with the contract.	x		
2. Staff member received adequate orientation.	x		
3. Staff member receives adequate supervision.	x		
4. Staff member is encouraged to receive additional training.	x		
5. Staff member receives an annual written evaluation.	x		
6. Staff member understands the chain of command and knows who to ask for assistance.	x		

J. CLIENT SATISFACTION-CLIENT INTERVIEWS (team consensus)

YES NO N/A

	YES	NO	N/A
1. Clients received service in a timely manner.	x		
2. Clients feel positive about the program and believe he/she benefited from the service.	x		

K. COORDINATION-REFERRING AGENCY INTERVIEW (team consensus)

YES NO N/A

	YES	NO	N/A
1. Referring agency is aware of eligibility requirements and nature of the services.	x		
2. Agency knows who to contact at the provider agency and how to make a referral.	x		
3. Clients referred are assisted in a timely manner.	x		
4. Clients referred are satisfactorily helped.	x		

L. CONTRACT COMPLIANCE (staff)

YES NO N/A

1. Goals, objectives and service delivery are consistent with the contract.	x		
2. Program serves its contracted target population.	X		
3. Agency targets clients as per the requirements of Area Plan funding.	x		
4. Staff attends required service provider meetings/trainings.	x		
5. Program operates according to funder's protocols/taxonomy, where applicable.	x		
6. Agency requests approval for any changes in program goals and objectives prior to implementation.	x		
7. Agency is meeting contracted levels of service (outputs) within the allowable range.	x	X ⁸	
8. Agency is meeting the contracted outcome targets.	x		
9. All program reports are submitted on time, and are complete and accurate.	X ⁹		
10. Insurance is current and renewed in a timely fashion.	x		
11. The program has an established fee schedule or donation policy.	x		
12. Program and agency personnel are responsive to inquiries and requests made by Department of Human Services staff.	x		
13. The agency maintains facilities that are in compliance with the Americans With Disabilities Act.			x
14. The agency demonstrates a commitment to working with the Bergen County Department of Human Services to improve technical capability and accountability.	x		
15. The agency has on file and maintains the Bergen County Division of Senior Services Program Director's Information & Policy Memorandum Resource Manual.	x		
16. Current Letter of Compliance for Charities Registration is on file with the agency and agency has submitted same to the Bergen County Division of Senior Services	x		
17. Agency has a business continuity plan that will be activated in the event of a disaster/state of emergency. The plan shall address ways in which critical services are maintained for the participant and a description of the methods to be used for communication about service continuation	X ⁸		

M. RECORD REVIEW (staff)

YES NO N/A

1. There is an individual service plan and progress notes for each client, with an evaluation of progress and outcomes.	x		
2. Procedures to determine client eligibility are followed.	x		
3. Documents are signed, dated, and in chronological order	x		
4. The agency follows written policies and procedures governing access to, use of, and release of information about its clients and ensures that such policies meet any applicable legal requirements.	X ¹⁰		

N. BENEFIT TO CLIENTS (please describe how clients have benefited from the program; quantify if possible):

Monitor visited a client in Fair Lawn who was scheduled to have measurements taken for a rail in a stairway, caulking of a window and to check the garage door seal.

Prior to the appointment, the team shopped at Home Depot for needed items for several upcoming jobs.

Monitor and program director then followed CHORE van to the appointment. A team of three CHORE handymen were scheduled for the job. Client reported that she was referred to CHORE by the physical therapist.

CHORE handymen evaluated the job and upon assessing the situation, determined that additional railings would be needed as client also suggested a second railing to the basement area. CHORE handyman brought in a sample railing for client to see and showed client how the railings would look. CHORE handyman also caulked the basement window and checked the garage door for client. Before leaving the client's home, CHORE handyman provided client with an estimate for the costs of the items only. He then provided client with CHORE brochure which includes the Grievance Procedure and a donation envelope and explained same.

Monitor spoke with client who reported that this is her second call to CHORE (had a grab bar installed previously). Client stated that she waited about 2 weeks for the appointment. Client stated that previously, when grab bar installed, CHORE left her bathroom spotless. She reported that the handyman and staff at the office are courteous and friendly and offer helpful suggestions. Client stated that she has referred CHORE to her friends and will continue to do so.

Monitor and program director remained behind and spoke with client. Client reported that she is now becoming afraid to leave husband alone, as "he is weak and a little unsteady". She stated that transportation is becoming an issue as well. Both monitor and program director discussed transportation options for client and monitor stated that she would contact client upon her return to the office with telephone numbers of other possible transportation options. Monitor also mentioned that the DSS will do a screening and recommend services client may want or is eligible for. Monitor gave the number of the Information and Assistance Unit at the Division and as well monitor's number. Monitor also asked if client used a computer. Client stated that she does; and monitor referred client to the County's website for additional information, i.e., Key Services Guide, etc.

Another appointment was scheduled for CHORE to return to client home to complete the work on the railings and add more caulk to the windows as the cracks were quite large.

Client thanked CHORE for coming and stated that she appreciated this service very much.

O. TEAM COMMENTS AND RECOMMENDATIONS (address each "No" answer with a recommendation for improvement):

B. SERVICE DELIVERY

¹3. The program refers those clients who are not able to receive service at the time of intake to appropriate services within the community.

Findings: Program director reports that referrals are made when client presents with a need for a ramp i.e. refers to Sheriff Dept. and refer to other organizations such as Habitat for Humanity or Building Together if the work required is beyond their scope. Also reports that Chore staff carries information on County services if client requests additional information or staff notices a need. CHORE program director also reports that she often refers the DSS.

RECOMMENDATIONS: None.

²8. Monitoring of service plan/lesson plan implementation and the appropriateness of services to client's needs occurs on a regular basis.

Findings: Completed work orders are reviewed when turned in at the end of each day. Program director checks the work performed; supplies used and any costs recouped that were associated with the work performed (i.e., cost of grab bar, etc.)

RECOMMENDATIONS: None.

C. ACCESSIBILITY

³1. The agency conducts community outreach to inform the community about the program

Findings: Program director reports that she does outreach, biggest requests come in the Spring and Fall. She places articles in the newspaper, speaks at Rotary clubs, senior centers, etc. The Volunteer Center also does outreach and includes CHORE in its outreach programming.

RECOMMENDATIONS: None.

E. CLIENT SATISFACTION

⁴2. The agency conducts annual client satisfaction surveys

Findings: Monitor reviewed about 20 client satisfaction surveys. All surveys were positive; thanking the agency for its service, reporting on "how wonderful" the handymen are, how satisfied they all were with their work, neatness, etc. One survey asked CHORE to install a door knob next time they come; another reminded them that they (the client) had moved to a new address, etc. Program director and office staff reported that a client had called the office to ask what the date was as it was easier to call them rather to look for her calendar. It appears to monitor that CHORE has developed good relationships with its clients; clients feel comfortable with reaching out to them for various types of assistance.

RECOMMENDATIONS: None.

G. ADMINISTRATION

⁵1. The agency has adequately addressed the recommendations of the last program review

Findings: The recommendation made to review client record in SAMS (although record might not be initially initiated by CHORE) for missing NAPIS information and add missing information. Program monitor reported that she runs the QPRB Detailed report monthly to address any missing information and again prior to submitting quarterly reports to Division.

RECOMMENDATIONS: None.

G. ADMINISTRATION

⁶4. Program personnel are qualified and trained to perform the contracted service.

Findings: Program director reports that she interviews each potential staff/volunteer worker to assure that they have experience with basic home repairs and handyman skills. No licenses are required.

RECOMMENDATIONS: None.

⁷10. A written evaluation of program personnel occurs annually

Findings: Program director and paid staff report that annual evaluations are performed. Volunteers are monitored and receive verbal feedback on an ongoing basis.

RECOMMENDATIONS: None

L. CONTRACT COMPLIANCE

⁸7. Agency is meeting contracted levels of service (outputs) within the allowable range.

Findings: Units for both Service Codes (#211 SSBG and SHPT) are within the allowable 15% +/- . Clients are slightly above the range at 133% for #211 SSBG and 129% for #211 SHPT.

Service Code (where available) and Service Name	Contracted # Units	YTD Units As of 12/31/15	Contracted # Clients	YTD Clients As of 12/31/15
#211 Residential Maintenance SSBG	4,342	4,695 (108%)	530	706 (133%)
#211 Residential Maintenance SHPT	4,658	4,895 (105%)	570	736 (129%)

RECOMMENDATIONS: If clients continue to be above the allowable range, program director may consider speaking with the Division of Senior Services' Assistant Director.

⁹9. All program reports are submitted on time, and are complete and accurate

Findings: QPR-B reports indicated missing NAPIS data in both Service Codes. Program director reported that many of the client records were already established by another agency and she was unsure if she should change the record to add this data.

RECOMMENDATIONS: Although many of the client records were previously established by another agency in SAMS; it was recommended to the program director to add any missing NAPIS data to the client record. Program director has updated client records as requested (see G. Administration #1 above).

M. RECORD REVIEW

¹⁰4. The agency follows written policies and procedures governing access to, use of, and release of information about its clients and ensures that such policies meet any applicable legal requirements.

Finding: Program director reports that client files are kept in locked filing cabinet; computer is password protected.

RECOMMENDATIONS: As a reminder, agency staff is to be diligent about keeping client information out of view of volunteers, other staff walking in and out of office. Assure limited access or keep cabinets locked. The agency must protect the confidentiality of consumer information.

P. COMMITTEE COMMENTS AND RECOMMENDATIONS

This report was reviewed and approved by the Division of Senior Services Executive Committee.

Feb. 19, 2016

DATE: _____

Additional comments: CHORE recently purchased jackets and shirts for CHORE volunteers w/CHORE logo so that workers look professional and uniform. Program director reports that some clients often ask for a particular crew as they are familiar with them and do not mind waiting for an appointment.

The office staff was courteous and helpful Yes No

The drivers and volunteers were courteous and helpful Yes No

Chore was able to complete all tasks satisfactorily Yes No

I was satisfied with the service provided Yes No

These repairs help me feel safer in my home Yes No

Chore service helped me save money Yes No

COMMENTS: Many many thanks to all. You are extremely wonderful. I greatly appreciate your service. The two men were warm and up lifting. Thank you again & again -
Doroni Fulson

Chore service helped me save money

COMMENTS: What a great asset to those who once could & now can't. So glad you were recommended!

Chore service helped me save money Yes No

COMMENTS: Thanks a lot. They all are & were extremely understanding & helpful to spend their time on my resp. yours sincerely,
1/15

COMMENTS:

The gentlemen who came to measure and to install were excellent!! Not only very competent & efficient, but very kind & considerate as well. We will definitely use your services again.

COMMENTS:

I AM A disabled Senior citizen. This service is A Godsend for me. The people in my immediate family are wonderful - but not handy! The people from Chore are dependable and very helpful. They're also courteous and very cheerful.