

Texas Department of Aging and Disability Services

Access & Intake – Area Agencies on Aging

Instructions for Preparing a Performance Measure Target Revision Request

Background:

Area Agencies on Aging (AAAs) are required to provide the Department with performance measure targets for selected measures. A manual “Establishing Performance Measure Projections” was provided to AAAs. The manual provides AAAs with information and forms for preparing and submitting performance measure projections to the Department.

The manual also provides AAAs with a list of required documents for requesting a revision to an approved performance target. However, the manual does not provide a process or forms for requesting a performance target revision.

During the review and approval process of previous AAA projection target revisions, it was determined a standardized form was necessary. A key performance measure target revision form will:

- provide AAAs with a standardized method for requesting a performance target revision
- reduce the amount of documentation required for a performance measure projection target revision request
- provide the Department a certification from the AAA
- reduce the Department’s review and approval time.

Process:

AAAs should request revisions to performance measure targets when the actual performance will exceed the allowed $\pm 5\%$ variance. Current year approved performance targets are included in the AAA budget sent by the Department. Approved performance measure targets for subsequent years may be obtained from the approval form mailed to the AAA at the time of approval. For copies of approved targets, contact the help desk at T3ahelp@dads.state.tx.us.

A key performance measure revision form must be submitted for each target revision requested. The form must be completed electronically and sent to the Department’s reports mailbox. An electronic copy of the form may be obtained from the Department’s AAA website at <http://www.dads.state.tx.us/providers/AAA/Forms/index.html>.

All information requested on the form is required and must be completed prior to submitting to the Department. The explanation for the revision must be based on the methodology used to prepare the current approved projection.

If the methodology used to prepare the current approved projection was flawed, an explanation of the method used and why the method was flawed must be provided on the form.

Example of a flawed methodology: The AAA based the projected number of Care Coordination clients for the year on the number of clients receiving service during the first six months of the state fiscal year. The AAA did not consider many of the clients would continue to receive service during the last six months of the year, thus resulting in fewer new clients in the last six months of the year.

If the methodology used to prepare the approved projection was correct at the time the Area Plan was prepared, but because of unforeseen circumstances the projections must be revised, an explanation of the revision must be provided.

Example of an unforeseen change in circumstance: Previously the AAA contracted with four transportation providers who provided services to all of the counties in the region. At the time the projections were prepared the AAA expected to continue these contracts. Two of the contractors decided not to renew contracts with the AAA. The AAA has been unable to find contractors willing to provide service to the rural areas for a rate close to the rate paid to the former contractors. A new contractor was secured at a much higher rate. This has caused a large variance in the projected target.

After reviewing the request for revision, the Department will notify the AAA if a review of supporting documentation is necessary before the request can be approved.

Submitting a Performance Measure Target Revision Request

All requested performance measure target revisions must be submitted electronically to the Department's reports mailbox at T3Areports@dads.state.tx.us. To readily identify the submission in the reports mailbox, the subject line must contain the correct nomenclature. [The AAA Reports Subject Line Nomenclatures](#) are listed on the DADS website in the procedures section.