

Exhibit N: KEY PERFORMANCE REQUIREMENTS

RFA NO. HHS0014507

ADRC KPR 1	
Reporting Period	As Required
Service/Component	Program Requirements - Incident Reporting
Performance Standard	<p>If the ADRC experiences a system outage interrupting service due to any cause (e.g., Internet failure or power outage), it must notify HHSC within thirty (30) minutes and provide at least twice daily updates and at a change of circumstance to HHSC until the identified incident is resolved. If system outage lasts two (2) hours or more, the ADRC must submit an incident report in the prescribed format below and include the following information:</p> <ul style="list-style-type: none"> A. Details of the outage/incident; B. When and how the outage/incident was discovered; C. Impacts on operations, systems, and/or staff; D. Root cause of the outage/incident, including verifying documentation from the provider responsible for the outage; E. Detailed corrective measures taken by the ADRC to mitigate the problem and long-term corrective actions to detect and prevent future incidents, including identification of alternative providers of the failed service, if feasible and/or available.
Measurement of Noncompliance	Each incident that is not reported to HHSC Point of Contact within required timeframes.
Non-compliance Remedies	<p>To ensure compliance, HHSC may take the following actions in the event of non-compliance with any of the contract requirements, Key Performance Requirements (KPRs), or deliverables:</p> <ul style="list-style-type: none"> A. Suspending all or part of the contract; B. Requiring the Grantee to take specific corrective actions in order to remain in compliance with terms of the contract; C. Recouping payments made to the Grantee found to be in error; D. Suspending, limiting, or placing conditions on the continued performance of the Project; E. Imposing any other remedies authorized under this contract; and <p>Imposing any other remedies, sanctions or penalties permitted by federal or state statute, law, regulation, or rule.</p>
Calculation/ Reporting Process	<p>HHSC determines the Grantee's compliance with this KPR by comparing the date and time the incident occurred to the date and time the incident was reported to HHSC.</p> <p>All correspondence shall be sent to the HHSC Aging and Disability Resource Centers (ADRC Help) email address adrc.help@hhs.texas.gov.</p>

ADRC KPR 2

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Reporting Period	Quarterly
Service/Component	Program Requirements – Maintenance of ADRC Toll-Free Line and Voicemail System
Performance Standard	The Grantee shall return 90% of voicemails within 2 business days of receipt.
Measurement of Noncompliance	Any percentage point under 90% daily
Non-compliance Remedies	<p>To ensure compliance, HHSC may take the following actions in the event of non-compliance with any of the contract requirements, , Key Performance Requirements (KPRs), or deliverables:</p> <ul style="list-style-type: none"> A. Suspending all or part of the contract; B. Requiring the Grantee to take specific corrective actions in order to remain in compliance with terms of the contract; C. Recouping payments made to the Grantee found to be in error; D. Suspending, limiting, or placing conditions on the continued performance of the Project; E. Imposing any other remedies authorized under this contract; and F. Imposing any other remedies, sanctions or penalties permitted by federal or state statute, law, regulation, or rule.
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by HHSC on a quarterly basis by comparing the date of receipt of a voicemail compared to the date of the returned phone call on Exhibit F, Deliverables, ADRC D-09.</p> <p>All correspondence shall be sent to the HHSC Aging and Disability Resource Centers (ADRC Help) email address adrc.help@hhs.texas.gov.</p>

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ADRC KPR 3	
Reporting Period	As Required
Service/Component	Performance and Data Reporting – Local Contact Agency
Performance Standard	The Grantee shall respond to referrals from nursing facilities in their area within 14 calendar days of receipt.
Measurement of Noncompliance	Each calendar day for each instance of a late response, response being found unacceptable by HHSC, or failure to respond to the referral within 14 calendar days of receipt.
Non-compliance Remedies	<p>To ensure compliance, HHSC may take the following actions in the event of non-compliance with any of the contract requirements, , Key Performance Requirements (KPRs), or deliverables:</p> <ul style="list-style-type: none"> A. Suspending all or part of the contract; B. Requiring the Grantee to take specific corrective actions in order to remain in compliance with term of the contract; C. Recouping payments made to the Grantee found to be in error; D. Suspending, limiting, or placing conditions on the continued performance of the Project; E. Imposing any other remedies authorized under this contract; and F. Imposing any other remedies, sanctions or penalties permitted by federal or state statute, law, regulation, or rule.
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by the date of receipt compared to the date of response for referrals from nursing facilities on a quarterly basis in Exhibit F, Deliverables, ADRC D-11.</p> <p>All correspondence shall be sent to the HHSC Aging and Disability Resource Centers (ADRC Help) email address adrc.help@hhs.texas.gov.</p>

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ADRC KPR 4	
Reporting Period	As Required
Service/Component	Performance and Data Reporting – Housing Navigator
Performance Standard	The Grantee must submit quarterly reports to HHSC detailing the activities implemented in support of the Housing Navigator function.
Measurement of Noncompliance	Measure of non-compliance will be determined by the due date of the reports and the receipt date the reports are received.
Non-compliance Remedies	<p>To ensure compliance, HHSC may take the following actions in the event of non-compliance with any of the contract requirements, , Key Performance Requirements (KPRs), or deliverables:</p> <ul style="list-style-type: none"> A. Suspending all or part of the contract; B. Requiring the Grantee to take specific corrective actions in order to remain in compliance with term of the contract; C. Recouping payments made to the Grantee found to be in error; D. Suspending, limiting, or placing conditions on the continued performance of the Project; E. Imposing any other remedies authorized under this contract; and F. Imposing any other remedies, sanctions or penalties permitted by federal or state statute, law, regulation, or rule.
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by the date report is received compared to the due date identified in Exhibit F, Deliverables, ADRC D-12.</p> <p>All correspondence shall be sent to the HHSC Aging and Disability Resource Centers (ADRC Help) email address adrc.help@hhs.texas.gov.</p>

ADRC KPR 5

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Reporting Period	As Required
Service/Component	Performance and Data Reporting – Medicare Improvement for Patients and Providers Act
Performance Standard	The Grantee must submit mid-year and year-end reports to HHSC detailing the activities implemented in support of the MIPPA program.
Measurement of Noncompliance	Measure of non-compliance will be determined by the due date of the reports and the receipt date the reports are received.
Non-compliance Remedies	<p>To ensure compliance, HHSC may take the following actions in the event of non-compliance with any of the contract requirements, , Key Performance Requirements (KPRs), or deliverables:</p> <ul style="list-style-type: none"> A. Suspending all or part of the contract; B. Requiring the Grantee to take specific corrective actions in order to remain in compliance with term of the contract; C. Recouping payments made to the Grantee found to be in error; D. Suspending, limiting, or placing conditions on the continued performance of the Project; E. Imposing any other remedies authorized under this contract; and F. Imposing any other remedies, sanctions or penalties permitted by federal or state statute, law, regulation, or rule.
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by the date report is received compared to the due date identified in Exhibit F, Deliverables, ADRC D-14.</p> <p>All correspondence shall be sent to the HHSC Aging and Disability Resource Centers (ADRC Help) email address adrc.help@hhs.texas.gov.</p>

ADRC KPR 6

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Reporting Period	As Required
Service/Component	Performance and Data Reporting – Information, Referral and Assistance (IR&A) Services
Performance Standard	The Grantee will submit quarterly reports to HHSC detailing the activities implemented in support of the IR&A services.
Measurement of Noncompliance	Measure of non-compliance will be determined by the due date of the reports and the receipt date the reports are received.
Non-compliance Remedies	<p>To ensure compliance, HHSC may take the following actions in the event of non-compliance with any of the contract requirements, , Key Performance Requirements (KPRs), or deliverables:</p> <ul style="list-style-type: none"> A. Suspending all or part of the contract; B. Requiring the Grantee to take specific corrective actions in order to remain in compliance with term of the contract; C. Recouping payments made to the Grantee found to be in error; D. Suspending, limiting, or placing conditions on the continued performance of the Project; E. Imposing any other remedies authorized under this contract; and F. Imposing any other remedies, sanctions or penalties permitted by federal or state statute, law, regulation, or rule.
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by the date report is received compared to the due date identified in Exhibit F, Deliverables, ADRC D-10.</p> <p>All correspondence shall be sent to the HHSC Aging and Disability Resource Centers (ADRC Help) email address adrc.help@hhs.texas.gov.</p>

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ADRC KPR 7	
Reporting Period	As Required
Service/Component	Performance and Data Reporting – Texas Lifespan Respite Care Program (TLRCP)
Performance Standard	The Grantee will submit quarterly reports to HHSC detailing the activities implemented in support of the TLRCP function.
Measurement of Noncompliance	Measure of non-compliance will be determined by the due date of the reports and the receipt date the reports are received.
Non-compliance Remedies	<p>To ensure compliance, HHSC may take the following actions in the event of non-compliance with any of the contract requirements, , Key Performance Requirements (KPRs), or deliverables:</p> <ul style="list-style-type: none"> A. Suspending all or part of the contract; B. Requiring the Grantee to take specific corrective actions in order to remain in compliance with term of the contract; C. Recouping payments made to the Grantee found to be in error; D. Suspending, limiting, or placing conditions on the continued performance of the Project; E. Imposing any other remedies authorized under this contract; and F. Imposing any other remedies, sanctions or penalties permitted by federal or state statute, law, regulation, or rule.
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by the date report is received compared to the due date identified in Exhibit F, Deliverables, ADRC D-10.</p> <p>All correspondence shall be sent to the HHSC Aging and Disability Resource Centers (ADRC Help) email address adrc.help@hhs.texas.gov.</p>

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ADRC KPR 8	
Reporting Period	Annually
Service/Component	Staffing Requirements - Information, Referral and Assistance
Performance Standard	All ADRC staff providing information, referral and assistance services must have the “Certification for I&R Specialists in Aging/Disabilities” (CIRS-A/D) provided through the Alliance of Information and Referral Systems (AIRS) (http://www.airs.org/). Staff who do not have the CIRS-A/D certification when hired must be prepared to take the certification exam within two years of starting employment, dependent upon meeting additional criteria (i.e., educational level, length of employment).
Measurement of Noncompliance	The date of hire to the date of CIRS-A/D certification needing to be within 2 years.
Non-compliance Remedies	To ensure compliance, HHSC may take the following actions in the event of non-compliance with any of the contract requirements, , Key Performance Requirements (KPRs), or deliverables: <ul style="list-style-type: none"> A. Suspending all or part of the contract; B. Requiring the Grantee to take specific corrective actions in order to remain in compliance with term of the contract; C. Recouping payments made to the Grantee found to be in error; D. Suspending, limiting, or placing conditions on the continued performance of the Project; E. Imposing any other remedies authorized under this contract; and F. Imposing any other remedies, sanctions or penalties permitted by federal or state statute, law, regulation, or rule.
Calculation/ Reporting Process	<p>Compliance will be determined by comparing the date of hire to the date of CIRS-A/D certification.</p> <p>All correspondence shall be sent to the HHSC Aging and Disability Resource Centers (ADRC Help) email address adrc.help@hhs.texas.gov.</p>

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ADRC KPR 9	
Reporting Period	As Required
Service/Component	Community Outreach
Performance Standard	The Grantee shall submit an approval request for all outreach items before costs can be incurred.
Measurement of Noncompliance	Failure to obtain HHSC's approval prior to purchasing outreach items.
Non-compliance Remedies	<p>To ensure compliance, HHSC may take the following actions in the event of non-compliance with any of the contract requirements, , Key Performance Requirements (KPRs), or deliverables:</p> <ul style="list-style-type: none"> A. Suspending all or part of the contract; B. Requiring the Grantee to take specific corrective actions in order to remain in compliance with term of the contract; C. Recouping payments made to the Grantee found to be in error; D. Suspending, limiting, or placing conditions on the continued performance of the Project; E. Imposing any other remedies authorized under this contract; and F. Imposing any other remedies, sanctions or penalties permitted by federal or state statute, law, regulation, or rule.
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by comparing HHSC's approval of outreach item(s) to the invoice details and outreach item(s) supporting documentation submitted by the ADRC for reimbursement.</p> <p>All correspondence shall be sent to the HHSC Aging and Disability Resource Centers (ADRC Help) email address adrc.help@hhs.texas.gov.</p>