

MI Choice Compliance Determination
 Agency: Area Agency on Aging of Western Michigan
 Review Year: 2017

Area Agency on Aging of Western Michigan	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Intake and Eligibility	4.00	Area Agency on Aging of Western Michigan substantially meets assurances.
Focus II A: Person-Centered Service Planning	4.00	Area Agency on Aging of Western Michigan substantially meets assurances.
Focus II B: Person-Centered Service Delivery	2.65	Area Agency on Aging of Western Michigan demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus IV: Participant Safeguards	4.00	Area Agency on Aging of Western Michigan substantially meets assurances.
Focus V: Participant Rights and Responsibilities	4.00	Area Agency on Aging of Western Michigan substantially meets assurances.
OVERALL CQAR COMPLIANCE LEVEL:	3.72	Area Agency on Aging of Western Michigan substantially meets assurances.

Rating Scale For Clinical Quality Assurance Review Compliance Level:

SUBSTANTIAL COMPLIANCE:	3.26 or higher
SOME COMPLIANCE, NEEDS IMPROVEMENT:	2.51 to 3.25
NOT FULL OR SUBSTANTIAL COMPLIANCE:	1.76 to 2.50
COMPLIANCE NOT DEMONSTRATED:	1.00 to 1.75