

Final Agency Compliance Determination Report

Agency: Area Agency on Aging of Western Michigan

Review Year: 2018

Area Agency on Aging of Western Michigan	TOTAL	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Intake and Eligibility	0.526	4.00	Area Agency on Aging of Western Michigan substantially meets assurances.
Focus II A: Person-Centered Service Planning	0.947	4.00	Area Agency on Aging of Western Michigan substantially meets assurances.
Focus II B: Person-Centered Service Delivery	0.632	2.67	Area Agency on Aging of Western Michigan demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus IV: Participant Safeguards	1.316	4.00	Area Agency on Aging of Western Michigan substantially meets assurances.
Focus V: Participant Rights and Responsibilities	0.250	3.33	Area Agency on Aging of Western Michigan substantially meets assurances.
OVERALL CQAR COMPLIANCE LEVEL:		3.67	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