

II.A.6. Process for Incident Reporting and Consumer Complaint and Grievance Procedures

- a. Explain your agency's policies and procedures for ensuring compliance with the required reporting of incidents as outlined in **Paragraph 20 21** of the Community Care for the Elderly Standard Agreement and consistent with Chapter 415, F.S., DOEA Programs and Services Handbook (See Appendix D, Minimum Guidelines for Recipient Grievance Procedures) and all related Department of Elder Affairs Notices of Instruction. Include a copy of your agency's Incident Reporting Procedure and blank log in the SPA Appendix.
- b. Provide a summary of the process your agency follows for receiving, reporting and remediating consumer complaints. Include a copy of the agency's Complaint Procedures and blank log in the SPA Appendix. Please be sure that the complaint log allows for detailed information to be maintained, including the criteria outlined in Paragraph 9.2 of the Community Care for the Elderly Standard Agreement.
- c. Explain your agency's process for handling consumer grievances; along with the process for appeals regarding denial, reduction, or termination of services. The grievance procedures must provide for informing all consumers of the grievance/appeal process and providing assistance to consumers desiring to file a grievance/appeal.

Include a copy of your agency's Grievance Procedures and blank log in the SPA Appendix. The applicant's Grievance Procedure must comply with the Community Care for the Elderly Standard Agreement.

II.A.7. Reporting

- a. Describe the steps your agency will follow in order to provide for accurate and timely entry of all service and consumer specific information in the Enterprise Client Information and Registration Tracking System (eCIRTS) database.
- b. Explain your agency's policies and procedures for utilizing available eCIRTS reports. Include how your agency uses these reports to improve data integrity in the eCIRTS database.
- c. Include a listing of all reports run, the schedule for running these eCIRTS reports and required follow-up due dates for staff addressing any exceptions noted as part of this process.
- d. Provide current copies of your agency's internal policies and procedures utilized to ensure timely and accurate eCIRTS reporting in the SPA Appendix. These policies should address