



IOWA DEPARTMENT ON AGING  
510 E. 12TH ST., STE. 21 | DES MOINES, IA 50309 | [IOWAAGING.GOV](http://IOWAAGING.GOV)

## Signed Verification of Agency Intent and Compliance

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### Northeast Iowa Area Agency on Aging

(AAA) accepts full authority and responsibility to develop and administer the SFY2019 Update to the SFY 2018 - SFY 2021 Area Plan on Aging in accordance with all requirements of the Older Americans Act as amended through P.L. 114-144 (2016), state laws, rules, and procedures. The Parties agree that Area Plan is incorporated herein by this reference as if fully set forth in this Agreement. The AAA verifies that the following conditions are and will continue to be met:

1. The AAA agrees it will comply with the Area Plan Assurances. These assurances are available at <https://iowaaging.gov/area-agencies-aging/area-plan-aging-guidance>. The Parties agree that Area Plan Assurances are incorporated herein by this reference as if fully set forth in this Agreement.
2. The AAA agrees it will comply with the Procurement Terms and Conditions for Services as set forth by the Iowa Department of Administrative Services. These Procurement Terms and Conditions for Services are available at <https://das.iowa.gov/procurement/terms-and-conditions>. The Parties agree that Procurement Terms and Conditions for Services are incorporated herein by this reference as if fully set forth in this Agreement.
3. The AAA agrees it will comply with the Department of Human Services Standard Terms and Conditions related to Federal Financial Assistance. These Standard Terms and Conditions related to Federal Financial Assistance are available at <https://iowaaging.gov/area-agencies-aging/area-plan-aging-guidance>. References to "agency" in the Standard Terms and Conditions means the Iowa Department on Aging. The Parties agree that Standard Terms and Conditions related to Federal Financial Assistance are incorporated herein by this reference as if fully set forth in this Agreement.
4. The AAA agrees it will comply with the requirements of Iowa code chapter 8F. These Terms are available at <https://iowaaging.gov/area-agencies-aging/area-plan-aging-guidance>. The Parties agree that 8F Terms and Conditions related to Federal Financial Assistance are incorporated herein by this reference as if fully set forth in this Agreement.
5. The AAA agrees it will comply with the process and procedures described in the reporting manual. The Reporting Manual is available <https://iowaaging.gov/area-agencies-aging/area-plan-aging-guidance>. The Parties agree the Reporting Manual is incorporated herein by this reference as if fully set forth in this Agreement.

By accepting this authority and responsibility, the area agency agrees to develop and administer the Area Plan for a comprehensive and coordinated system of service and to serve as the advocate and focal point for all Iowans 60+ years of age in the area agency's planning and service area. The Area Plan on Aging reflects input from a cross section of service providers, consumers, and caregivers that are representative of all areas and culturally diverse populations in the planning and service area; its contents are true, accurate, and incorporate the comments and recommendations of the Area Agency's Advisory Council and has been reviewed and approved by the Area Agency's Governing Body. It is acknowledged that intentional misrepresentation or falsification may result in the termination of financial assistance.



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The **Advisory Council** has reviewed and commented on the SFY 2019 Update to the SFY 2018 - SFY 2021 Area Plan on Aging, and hereby submits the SFY 2019 Area Plan Update to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

Robert J. Brown

NAME OF ADVISORY COUNCIL SIGNER

**Robert J Brown** Digitally signed by Robert J Brown  
Date: 2018.03.28 11:11:16 -05'00'

ADVISORY COUNCIL SIGNATURE

The **Governing Body** has reviewed and approved the SFY 2019 Update to the SFY 2018 - SFY 2021 Area Plan on Aging, and hereby submits the SFY 2019 Area Plan Update to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

Joyce Denczek

NAME OF GOVERNING BODY SIGNER

**Joyce Denczek** Digitally signed by Joyce Denczek  
Date: 2018.03.28 11:11:55  
-05'00'

GOVERNING BODY SIGNATURE

The **Executive Director** has reviewed and approved the SFY 2019 Update to the SFY 2018 - SFY 2021 Area Plan on Aging, and hereby submits the SFY 2019 Area Plan Update to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

Donna Harvey

NAME OF EXECUTIVE DIRECTOR

**Donna Harvey** Digitally signed by Donna Harvey  
Date: 2018.03.28 11:13:47  
-05'00'

EXECUTIVE DIRECTOR SIGNATURE

# Northeast Iowa Area Agency on Aging PSA 2

*SFY 2019 Area Plan on Aging Update*  
Area Plan on Aging SFY 2018 – 2021



Plan Effective Dates: July 1, 2018-June 30, 2021  
Plan Update: July 1, 2018

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# Northeast Iowa Area Agency on Aging Update Summary

## **Progress to date**

NEI3A has committed SFY 2018 to implementing its Area Plan and remains committed for SFY 2019. No major changes, additions, or removal of service gaps are planned for SFY 2019.

## **Accomplishments**

NEI3A underwent agency-wide reorganization in June 2018, dividing the service area into four smaller regions. Four regional coordinators oversee day to day operations in their respective region. This has resulted in improved coordination at the local level as well as allowing for more staff the ability to represent the agency locally.

NEI3A also reorganized direct service staff. Gone are the titles of case manager, options counselor, nutrition specialist, and caregiver specialist. Now, these staff members are either Aging Specialists – Services or Aging Specialists – Nutrition. This has provided for greater flexibility for staff to take multiple roles based on the needs of a specific region within the agency.

Per its area plan, NEI3A emphasized business development and private pay, direct to consumer services in 2018. This started with the development of a sliding fee scale tool. A tool was developed and approved by the NEI3A Board of Directors in August.

NEI3A significantly ramped up its social media efforts in SFY2018. NEI3A linked with partner agencies, published content, advertised programs to increase awareness, and advocated for services that help older persons remain in their home.

SFY2018 will be the first full reporting year using the Mediware SAMS data management product. The new reporting platform provides for NEI3A to deliver more accurate data and outcomes to stakeholders, review program effectiveness more accurately, target consumers who are most vulnerable to institutionalization,

## **New Challenges**

NEI3A no longer provides Medicaid elderly Waiver case management services for managed care organizations as those entities no longer contract with AAAs to provide that service. This loss of revenue greatly impacted NEI3A's ability to administer programs and serve clients directly. This led to the reorganization mentioned above. But the effects of this revenue loss linger both in NEI3A's ability to pay for services and its ability to identify older persons in need.

Funding uncertainties at the Federal, State, and Local level continue to hamper NEI3A's efforts to advertise and expand programs. State funding has reduced about 10% since SFY 2016. Federal funding continues to operate on a continuing resolution. NEI3A's Life Long Links funding partner, County Social Services (CSS), continues to feel its own budget uncertainties. Therefore, NEI3A can no longer rely on CSS funding of Life Long Links moving forward.

### **Plans for SFY 2019**

NEI3A is committed to implementing its Area Plan in SFY 2019 and beyond. NEI3A plans to address the service gap of lack of representative payee providers by offering the service directly.

NEI3A plans to expand its direct to consumer and private pay services to better assist all seniors and spread State and Federal funding among more consumers utilizing a sliding fee scale.

NEI3A plans to continue expand its social media presence and utilization as it is connected to several strategies to close identified service gaps.

Due to budget restrictions, NEI3A plans to serve approximately 35,000 fewer meal in SFY 2019 than in SFY 2018.

## Section 1: Update on Strategies to Achieve 2018-2021 Goals

**Goal 1: Iowa Aging Network will protect and enhance the rights; and prevent the abuse, neglect, and exploitation of older Iowans.**

### Prioritized Service Gaps

NEI3A completed a needs assessment in August 2017 to identify and prioritize service gaps to address during the plan period. Methods used to identify service gaps included: listening sessions with area advisory committee members and consumers, attending community stakeholder meetings to gather input from local organizations, analyzing Agency service data (including consumers and units), consultation from NEI3A direct service staff, and reviewing quarterly reports from the Iowa Department on Aging.

***SERVICE GAP #1: Lack of representative payee services throughout the NEI3A service area for victims of financial exploitation or those at risk of being exploited that do not have suitable options available to them privately.***

### Indicators to gauge progress in addressing service gap

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Percentage of EAPA consumers that need rep payee (and conservatorship) services who are able to receive them

### Strategies to Address Service Gap

| Current Strategies  | Revised or New Strategy? | Status      |
|---|--------------------------|-------------|
| NEI3A will include representative payee as a volunteer option when presenting to groups about volunteer opportunities at NEI3A.                     | no                       | In progress |
| NEI3A will make contact with at least 2 regional financial institutions (banks or credit unions) to recruit volunteers to be representative payees. | no                       | In progress |
| NEI3A EAPA program will implement a social media campaign and post at least once a month to specifically recruit representative payee volunteers.   | no                       | In progress |

### Update on Strategy Activities to Date

- NEI3A asks prospective volunteers of their interest in rep payee as part of the volunteer intake process. To date, no volunteers have indicated interest or desire when asked.

- NEI3A has not made contact with banks about rep payee volunteers in SFY 2018. This is due to unforeseen staff changes causing NEI3A to focus on other efforts in SFY 2018.
- NEI3A did not start an EAPA Facebook page. Rather, the decision was made to post EAPA content on the main NEI3A Facebook page to maximize page views

***Strategy Activities Planned for SFY 2019***

- NEI3A plans to continue to ask prospective volunteers of their interest in rep payee as part of the volunteer intake process.
- NEI3A plans to contact 2 regional financial institutions to recruit volunteers to be rep payees.
- NEI3A plans to implement a social media campaign and open a Facebook account specific to the NEI3A EAPA program.

***SERVICE GAP #2: Older Iowans with civil legal issues do not have a choice of qualified legal providers to address their concerns***

***Indicators to gauge progress in addressing service gap***

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Number of respondents to legal assistance RFP

***Strategies to Address Service Gap***

| <b>Current Strategies</b>   | <b>Revised or New Strategy?</b> | <b>Status</b> |
|---|---------------------------------|---------------|
| NEI3A will use social media (at least 2 social media outlets) to publicize requests for proposals for legal assistance as using social media (Facebook specifically) to publicize RFPs has proven successful to find more responses for other agency RFPs | no                              | In progress   |
| NEI3A will extend the time for responses to the RFP to at least 60 days.  | no                              | In progress   |

***Update on Strategy Activities to Date***

- NEI3A utilized social media to publicize the legal assistance RFP.
- NEI3A extended the RFP response time to 60 days.
- Proposals are due back to NEI3A May 17<sup>th</sup> 2018. We will know at that time if our efforts have been successful.



**Strategy Activities Planned for SFY 2019**

- NEI3A plans to continue these strategies in SFY 2019.

**SERVICE GAP #3: EAPA services are underused throughout the entire PSA among all population groups**

**Indicators to gauge progress in addressing service gap**

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Number of EAPA referrals
- Number of EAPA consumers
- Number of EAPA units

**Strategies to Address Service Gap**

| <b>Current Strategies</b>  | <b>Revised or New Strategy?</b> | <b>Status</b> |
|--|---------------------------------|---------------|
| NEI3A EAPA program will implement a social media campaign on Facebook and post at least once a week to publicize the program.  | no                              | In progress   |
| NEI3A EAPA program will compile a list of all potential referral partners in the PSA. NEI3A EAPA Facebook page will link to all potential agencies' Facebook pages, as available.  | no                              | In progress   |
| Using that list, NEI3A EAPA program will meet with at least one agency in each county in the PSA to promote the EAPA program and how it can assist law enforcement.  | no                              | In progress   |
| NEI3A EAPA program will conduct education sessions with County Social Services Staff to help reduce the number seniors who may be falling through the cracks or are receiving some services from CSS but that EAPA could also assist to help meet more consumer needs. | no                              | completed     |

**Update on Strategy Activities to Date**

- NEI3A EAPA implemented a social media campaign to generate more awareness of the EAPA program.
- NEI3A continues to compile a list of potential referral partners and has met with agencies in all 18 counties. Also, other initiatives took priority (sliding fee scale and private pay services) in SFY 2018, pulling staff time away from other initiatives.

- NEI3A conducted education sessions with CSS and partnered on no fewer than 3 EAPA cases.

***Strategy Activities Planned for SFY 2019***

- NEI3A plans to continue these strategies in SFY 2019.

**Goal 2: Iowa Aging Network will work with older lowans, lowans with disabilities, and caregivers as they fully engage and participate in their communities, make informed decisions, and exercise self-determination and control about their independence, well-being, and health.**

**Prioritized Service Gaps**

NEI3A completed a needs assessment in August 2017 to identify and prioritize service gaps to address during the plan period. Methods used to identify service gaps included: listening sessions with area advisory committee members and consumers, attending community stakeholder meetings to gather input from local organizations, analyzing Agency service data (including consumers and units), consultation from NEI3A direct service staff, and reviewing quarterly reports from the Iowa Department on Aging.

***SERVICE GAP #1: lack of awareness of information, referral, and assistance services in rural areas***

***Indicators to gauge progress in addressing service gap***

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Number of I&A consumers in rural counties (i.e. not Black Hawk, Dubuque, or Marshall)
- Number of I&A units in rural counties (i.e. not Black Hawk, Dubuque, or Marshall)

***Strategies to Address Service Gap***

| <b>Current Strategies</b>  | <b>Revised or New Strategy?</b> | <b>Status</b> |
|--|---------------------------------|---------------|
| NEI3A will distribute the newsletter online via email so consumers do not have to attend meal site or receive meals to receive the newsletter. | No                              | Complete      |
| NEI3A will target rural counties with its social media presence by linking to city and county Facebook (and other social media) pages.         | No                              | In progress   |
| NEI3A will conduct a letter campaign to all local clinics in counties that do not contain a NEI3A focal point in them.                         | no                              | In progress   |

| <b>Current Strategies</b>   | <b>Revised or New Strategy?</b> | <b>Status</b> |
|---|---------------------------------|---------------|
| NEI3A will implement a campaign to direct local staff to leave literature and brochures at all post offices and City Halls. | no                              | In progress   |

***Update on Strategy Activities to Date***

- NEI3A updated its newsletter format in January. It is now distributed in print and online. The newsletter is now distributed quarterly rather than monthly. The print version is now a more “magazine” style newsletter rather than “newspaper” style
- NEI3A opened multiple Facebook accounts and continues to link them to each other and county and local governments to increase visibility and awareness.
- NEI3A has not conducted a letter campaign in SFY 2018 due to reduced staffing among I&A staff.
- NEI3A staff are directed to take program literature with them when they visit rural consumers and leave them at local offices.

***Strategy Activities Planned for SFY 2019***

- NEI3A plans to continue distributing the newsletter online in SFY 2019
- NEI3A plans to continue implementing its social media campaign in SFY 2019.
- NEI3A plans to complete a letter campaign in SFY 2019.
- NEI3A plans to continue to provide literature to rural community clinics in 2019.

***SERVICE GAP #2: lack of awareness among nei3a staff and nei3a consumers of nutrition counseling services***

***Indicators to gauge progress in addressing service gap***

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Number of nutrition counseling consumers
- Number of nutrition counseling units

***Strategies to Address Service Gap***

| <b>Current Strategies</b>   | <b>Revised or New Strategy?</b> | <b>Status</b> |
|---|---------------------------------|---------------|
| Identify potential consumers by using the nutrition risk assessment tool and offer nutrition counseling services. | No                              | In progress   |

| <b>Current Strategies</b>  | <b>Revised or New Strategy?</b> | <b>Status</b> |
|--|---------------------------------|---------------|
| Conduct learning sessions with nutrition service specialists, options counselors, IR&A specialists, and case managers at their next respective staff meetings.             | No                              | In progress   |
| Highlight nutrition counseling services at area advisory meetings and board meetings.  | No                              | Stalled       |
| Highlight nutrition counseling as a service in the NEI3A newsletter.   | No                              | Not started   |
| Develop and implement training curricula that makes the delivery of service units in the data collection system a point of emphasis in staff training throughout the year. | No                              | In progress   |

***Update on Strategy Activities to Date***

- NEI3A has implemented a plan to use the risk assessment tool and plans to identify and contact consumers by April 2018
- Nutrition staff have begun this process by sharing program information with direct service staff
- NEI3A has elected to wait to promote this outside the agency pending funding certainty for SFY 201
- NEI3A plans to highlight nutrition counseling in the summer newsletter
- NEI3A technical staff continuously works with direct support staff to review reports and correct data errors, ensuring that nutrition counseling units are all entered into Harmony.

***Strategy Activities Planned for SFY 2019***

- NEI3A plans to continue implementing all these strategies for SFY 2019.

***SERVICE GAP #3: Options counseling continues to be an underused services across all consumers regardless of location, race, gender, ethnicity, or income; options counseling services are unable to meet all consumers' needs***

***Indicators to gauge progress in addressing service gap***

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Number of options counseling consumers
- Number of options counseling units

**Strategies to Address Service Gap**

| Current Strategies  | Revised or New Strategy? | Status      |
|---|--------------------------|-------------|
| NEI3A will further align with local and regional partners by offering clinics, public assistance offices, and other locations to have an options counselor on site at their location on a monthly or quarterly basis. | No                       | Stalled     |
| NEI3A will regularly (at least once a month) highlight options counseling on its Facebook page.   | No                       | In progress |
| NEI3A will further align with County Social Services and offer options counseling at CSS buildings located in PSA 2.  | No                       | In progress |
| NEI3A will schedule learning sessions for CSS employees to learn about options counseling and how to refer clients.   | No                       | In progress |
| As appropriate, NEI3A will refer consumers to CSS for funding of home and community based services in case where the consumer is a client of both agencies.   | No                       | In progress |
| NEI3A will implement a referral program for clients that are able to pay privately for home and community based services so that NEI3A can at least offer to meet all needs from a Lifelong Links referral.           | no                       | complete    |
| NEI3A will develop a sliding fee scale for consumers for both options counseling services and home and community based services to assist more consumers across all incomes that need services.                       | no                       | complete    |

**Update on Strategy Activities to Date**

- NEI3A regularly highlights options counseling on the NEI3A Facebook page
- NEI3A offers options counseling at CSS locations
- NEI3A staff have conducted learning sessions with CSS staff about what options counseling is and when/who to refer
- NEI3A refers consumers to CSS if the aging specialist believes that the referral is appropriate
- NEI3A has implemented a program for clients to pay for services directly
- NEI3A has developed a sliding fee scale for options counseling and home and community based services

***Strategy Activities Planned for SFY 2019***

- NEI3A plans to continue implementing all listed strategies for this service gap in SFY 2019
- NEI3A plans to evaluate the effectiveness of its private pay and sliding fee programs and implement changes to enhance their effectiveness if necessary

**Goal 3: Iowa Aging Network will enable Older Iowans to remain in their own residence and community of choice.**

**Prioritized Service Gaps**

NEI3A completed a needs assessment in August 2017 to identify and prioritize service gaps to address during the plan period. Methods used to identify service gaps included listening sessions with area advisory committee members and consumers, attending community stakeholder meetings to gather input from local organizations, analyzing Agency service data (including consumers and units), consultation from NEI3A direct service staff, and reviewing quarterly reports from the Iowa Department on Aging.

***SERVICE GAP #1: Consumers in need of home delivered meals are unable to receive them when they need them***

***Indicators to gauge progress in addressing service gap***

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Number of consumers on wait list
- Average length of time (in months) on the wait list

***Strategies to Address Service Gap***

| <b>Current Strategies</b>   | <b>Revised or New Strategy?</b> | <b>Status</b> |
|---|---------------------------------|---------------|
| NEI3A will implement fundraising campaigns through social media and ask for donors to buy a month's worth of meals for a senior.  | No                              | In progress   |
| NEI3A will change its contribution statement so that a requested contribution amount is developed for each consumer based on their reported ability to pay and not simply the cost of the meal. | No                              | In progress   |
| NEI3A will develop scripting and train staff on techniques on how to best ask for contributions during the intake process.  | No                              | In progress   |
| NEI3A will offer consumers the option to pay for the meals privately.   | No                              | In progress   |

***Update on Strategy Activities to Date***

- NEI3A has implemented various fundraising campaigns on social media platforms both seasonally and continuously to highlight its programs and encourage giving

- NEI3A has expanded its contribution statements to include home and community based services as well as meal costs.
- NEI3A has developed and implemented scripts to assist with staff training
- NEI3A offers consumers the option to pay privately for all nutrition and home and community based services, including options counseling and case management.

***Strategy Activities Planned for SFY 2019***

- NEI3A plans to continue implementing all listed strategies for this service gap in SFY 2019.
- NEI3A plans to update its contribution statements in 2019 so that it coincides with the use of the sliding fee scale. This will give consumers a better idea of how much they should contribute.

***SERVICE GAP #2: awareness of the NEI3A caregiver services is not fully reaching the caregiver population in the PSA***

***Indicators to gauge progress in addressing service gap***

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Number of caregiver consumers
- Number of caregiver units (All “CG” units)

***Strategies to Address Service Gap***

| <b>Current Strategies</b>   | <b>Revised or New Strategy?</b> | <b>Status</b> |
|---|---------------------------------|---------------|
| Emphasizing the NEI3A caregiver program through social media including purchasing ads to target caregivers specifically.                              | No                              | In progress   |
| NEI3A will further its partnership with the Alzheimer’s Association and conduct an education session for their staff to increase referrals            | No                              | In progress   |
| NEI3A caregiver staff will schedule training sessions for all staff to ensure that NEI3A are fully knowledgeable of and able to refer to the program. | No                              | In progress   |



| <b>Current Strategies</b>   | <b>Revised or New Strategy?</b> | <b>Status</b> |
|---|---------------------------------|---------------|
| NEI3A caregiver program will continue its outreach efforts by exhibiting booths at health fairs and benefits fairs. | No                              | in progress   |
| NEI3A will conduct no fewer than three (3) caregiver conferences per fiscal year to publicize the program.          | No                              | Complete      |

***Update on Strategy Activities to Date***

- NEI3A has not purchased any social media ads. But it has emphasized the caregiver program through social media continuously
- NEI3A continues its dialogue with Alzheimer’s Association. NEI3A has not conducted training sessions to date.
- NEI3A caregiver staff conducted training sessions to enhance knowledge of all NEI3A staff.
- NEI3A continuously exhibits booths at health fairs and benefits fairs.
- NEI3A conducted 3 caregiver conference in the Summer and Fall of 2017.

***Strategy Activities Planned for SFY 2019***

- NEI3A plans to continue to implement all listed strategies for the identified service gap in SFY 2019.

***SERVICE GAP #3: Consumers in need of home and community based services are unable to receive them in a timely manner***

***Indicators to gauge progress in addressing service gap***

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Number of people on wait list
- Average length of time (in months) on the wait list
- Number of people paying privately for services
- Number of people paying from sliding fee scale
- Number of chore, homemaker, personal care, and/or material aide consumers
- Number of chore, homemaker, personal care, and/or material aide units

**Strategies to Address Service Gap**

| <b>Current Strategies</b>  | <b>Revised or New Strategy?</b> | <b>Status</b> |
|--|---------------------------------|---------------|
| Implement a sliding fee scale to be able to stretch budget dollars and assist more consumers   | No                              | Complete      |
| Offer consumers the option to pay for the services privately   | No                              | Complete      |
| Implement a referral process with County Social Services so that options counselors seek funding from CSS for these services if the consumer is/can be a consumer of both agencies   | No                              | Stalled       |
| Conduct a unit utilization review on all consumers currently receiving services. If they are using fewer units than was allocated for 3 months in a row, then their allocation will be reduced to that amount. This will lower overall encumbrance and decrease the wait time on the waiting list for consumers. A unit utilization review was done in SFY 2017 to much success. | No                              | complete      |

**Update on Strategy Activities to Date**

- NEI3A developed and has implemented a sliding fee scale
- NEI3A offers consumers the option to pay for services privately
- NEI3A developed a referral process with CSS, but that strategy has stalled since CSS informed NEI3A of uncertain funding for its own programs
- NEI3A conducted a full service unit utilization review and informed providers and consumers if units were reduced on their NODs. This allowed NEI3A to make available funds for new clients.

**Strategy Activities Planned for SFY 2019**

- Pending the CSS’s ability to partner with NEI3A and fund for services, NEI3A plans to continue all strategies listed above.

***SERVICE GAP #4: low meal site attendance among older persons belonging to racial and ethnic minority groups – Specifically in Marshall County***

**Indicators to gauge progress in addressing service gap**

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Number of consumers living in Marshall County who indicate being a member of a racial or ethnic minority group.

***Strategies to Address Service Gap***

| <b>Current Strategies</b>  | <b>Revised or New Strategy?</b> | <b>Status</b> |
|--|---------------------------------|---------------|
| NEI3A will identify and make contact with Marshall County agencies and City Government to inform them of NEI3A services in Marshall county | No                              | Stalled       |
| NEI3A staff will invite Hispanic/Latino consumers to menu meetings to ensure that the most appropriate ethnic meals are served.            | No                              | In progress   |

***Update on Strategy Activities to Date***

- NEI3A decided to not implement this strategy for SFY 2018 due to funding uncertainties
- NEI3A contacted agencies that serve the Latino community to find people who may be willing to assist with menus.

***Strategy Activities Planned for SFY 2019***

- NEI3A plans to implement these activities in SFY 2019

***SERVICE GAP #5: Consumers that live outside black hawk county have little/no choice in chore providers and in some areas there are no providers available***

***Indicators to gauge progress in addressing service gap***

Agency is reviewing these indicators to determine whether progress is being made in addressing the service gap:

- Number of counties covered by 2 chore providers

***Strategies to Address Service Gap***

| <b>Current Strategies</b>  | <b>Revised or New Strategy?</b> | <b>Status</b> |
|--|---------------------------------|---------------|
| Perform an internet search for lawn care providers in the PSA. Once a list is compiled, NEI3A will send a letter to at least one lawn care company in each county in the PSA inviting them to apply to become a contracted partner | No                              | Stalled       |
| Perform a similar search and draft a similar letter for snow removal providers.  | No                              | Stalled       |
| Continue to reach out to potential partners so that every county in the PSA will have at least two (2) options of chore providers.   | No                              | stalled       |

***Update on Strategy Activities to Date***

- NEI3A decided not to attempt to expand its chore provider base in SFY 2018 and instead focused on implementing other strategies for other service gaps in SFY 2018.

***Strategy Activities Planned for SFY 2019***

- NEI3A plans to implement all strategies listed for the service gap in SFY 2019

## Section 2: Performance and Service Projections

### Performance Outcome & Fiscal Year Targets

**Goal:** *Iowa Aging Network will protect and enhance the rights; and prevent the abuse, neglect, and exploitation of older Iowans.*

**Program:** Elder Abuse Prevention and Awareness (EAPA)

Performance Outcome: Consumer is able to use information & referrals for self-advocacy in resolving abuse, neglect, or exploitation situation.

| Performance Outcome Measure   | SFY 2018 Target | Result as of 2/28/18 | SFY 2019 Target        |
|---|-----------------|----------------------|------------------------|
| Percentage of EAPA Consultation consumers whose needs are met through provider referrals. | 75%             | 100%                 | 75% and 0 missing data |

**Progress to date:**

Of consumer records with no missing data, results are excellent. NEI3A’s goal for SFY 2019 is to have all records with no missing data in order to fully measure this outcome.

Performance Outcome: Consumer's abuse, neglect, or exploitation situation is resolved.

| Performance Outcome Measure   | SFY 2018 Target | Result as of 2/28/18 | SFY 2019 Target |
|---|-----------------|----------------------|-----------------|
| Percentage of EAPA Assessment & Intervention consumer cases closed with EAPA services no longer needed. | 75%             | 50%                  | 75%             |

**Progress to date:**

18 of 36 consumer cases were closed with service no longer needed. 4 went into a nursing home. 7 requested ending services. 7 were unwilling/unable to meet plan requirements. NEI3A will continue to use 75% as the SFY 2019 target and will reassess after SFY 2019.

***Goal: Iowa Aging Network will work with older Iowans, Iowans with disabilities, and caregivers as they fully engage and participate in their communities, make informed decisions, and exercise self-determination and control about their independence, well-being, and health.***

**Program:** LifeLong Links

Performance Outcome: Consumer received information appropriate to their need.

| <b>Performance Outcome Measure</b>   | <b>SFY 2018 Target</b> | <b>Result as of 2/28/18</b> | <b>SFY 2019 Target</b>             |
|--|------------------------|-----------------------------|------------------------------------|
| Percentage of LifeLong Links callers indicating they received the information they were seeking. | 90%                    | 98.7%                       | 90% and less than 30% missing data |

**Progress to date:**

For those who responded, results are excellent. Of 3218 total callers, 1636 answered the question “did you receive the information you were seeking?”. 48.5% of calls did not have an answer recorded. For SFY 2019, NEI3A sets a goal of less than 30% of calls have missing data.

Performance Outcome: Consumer directed the interactive process to obtain guidance in their deliberations on making informed choices about long-term supports.

| <b>Performance Outcome Measure</b>  | <b>SFY 2018 Target</b> | <b>Result as of 2/28/18</b> | <b>SFY 2019 Target</b> |
|---|------------------------|-----------------------------|------------------------|
| Percentage of Options Counseling consumers who indicate they were provided information to make an informed decision on goal and service need. | 90%                    | 96.6%                       | 90%                    |

**Progress to date:**

Results are promising. 56 of 58 consumers indicated they were provided information to make an informed decision.

**Service(s):** Nutrition Education and Nutrition Counseling

Performance Outcome: Consumers who are at risk for poor nutrition and health status receive information so that they have better health enhancing options.

| Performance Outcome Measure   | SFY 2018 Target | Result as of 2/28/18 | SFY 2019 Target |
|---|-----------------|----------------------|-----------------|
| Of all congregate meal consumers identified as high nutrition risk, percentage receiving nutrition education. | 50%             | 22%                  | 25%             |

**Progress to date:**

Identifying consumers willing to receive nutrition counseling remains a challenge. NEI3A plans to meet its service projections for FY 18 by the end of the fiscal year.

Performance Outcome: Consumers who are at risk for poor nutrition and health status receive nutrition counseling so that they have the opportunity to improve their health literacy and information for optimal nutrient intake.

| Performance Outcome Measure  | SFY 2018 Target | Result as of 2/28/18 | SFY 2019 Target |
|--|-----------------|----------------------|-----------------|
| Change in consumers receiving nutrition counseling from previous FY (percentage and number). | 100%            | 0%, 0                | 0%, 2           |

**Progress to date:**

Identifying consumers willing to receive nutrition counseling remains a challenge. NEI3A plans to meet its service projections for FY 18 by the end of the fiscal year and match the FY 18 number for SFY 19 (Which is why the percent change for FY 19 is 0).

**Goal: Iowa Aging Network will enable Older Iowans to remain in their own residence and community of choice.**

**Service: Case Management**

Performance Outcome: Case Management consumers receive supports and services for as long as they need or desire them in order to remain in their residence of choice.

| Performance Outcome Measure  | SFY 2018 Target | Result as of 2/28/18 | SFY 2019 Target |
|--|-----------------|----------------------|-----------------|
| Percentage of Case Management cases closed because case management service was no longer needed. | 65%             | 62%                  | 65%             |

**Progress to date:**

For its first year measuring this outcome, NEI3A was close to meeting its goal of 65%. NEI3A is still hopeful that it can reach 65% before the end of SFY 2018. The goal for SFY 2019 will remain at 65%.

Performance Outcome: Case Management consumers receive supports and services for as long as they need or desire them in order to remain in their residence of choice.

| <b>Performance Outcome Measure</b>   | <b>SFY 2018 Target</b> | <b>Result as of 2/28/18</b> | <b>SFY 2019 Target</b> |
|--|------------------------|-----------------------------|------------------------|
| Average number of months a Case Management consumer experiencing independent living impairments is able to remain safely at home prior to transitioning to facility. | 48 months              | 15.2 months                 | 48 months              |

**Progress to date:**

Data show that NEI3A has not met expectation. For SFY 2019, NEI3A will review data methods to ensure that admission and discharge dates are accurate. In addition, NEI3A case management team will reassess methods and clients to ensure all appropriate interventions are offered to clients.

**Service(s):** Congregate Meal and Home Delivered Meal

Performance Outcome: Congregate meal consumers who are potentially socially isolated have the opportunity to socialize in their community.

| <b>Performance Outcome Measure</b>   | <b>SFY 2018 Target</b> | <b>Result as of 12/31/17</b> | <b>SFY 2019 Target</b> |
|--|------------------------|------------------------------|------------------------|
| Of congregate meal consumers served who may be socially isolated, percentage eating 4 meals at meal site in a month. | 80%                    | 81%                          | 80%                    |

**Progress to date:**

Between July 2017 and December 2017, an average of 407 out of 501 socially isolated congregate meal consumers received at least 4 meals per month for a monthly average of 81%. These results are promising.

Performance Outcome: Home delivered meal consumers who are potentially socially isolated receive regular contact with a meal delivery person.



| Performance Outcome Measure   | SFY 2018 Target | Result as of 12/31/17 | SFY 2019 Target |
|---|-----------------|-----------------------|-----------------|
| Of home delivered meal consumers served who may be socially isolated, percentage receiving at least 8 meals in a month. | 90%             | 88%                   | 90%             |

**Progress to date:**

Between July 2017 and December 2017, an average of 516 out of 589 socially isolated home delivered meal consumers received at least 8 meals per month for a monthly average of 88%. We anticipate that data entry improvements due to increased training planned in FY19 will increase this number

**Service(s): Caregiver Counseling and Caregiver Respite Care**

Performance Outcome: Caregivers receive the supports and services they need to continue to provide informal care to the care recipient.

| Performance Outcome Measure  | SFY 2018 Target | Result as of 2/28/18 | SFY 2019 Target |
|--|-----------------|----------------------|-----------------|
| Percentage of caregiver consumers indicating caregiver counseling and/or respite care service allowed them to maintain their caregiver role. | 75%             | 86.7%                | 80%             |

**Progress to date:**

Of 30 consumers who replied, 26 replied “yes” to the above question while 4 replied “somewhat”. These results are promising.

## SFY 2019 Projected Older Americans Act Consumers and Service Units

Form 3A-1

| SERVICE                                    |               | Service Units Provided | Consumers Served | 60+ Rural | 60+ Minority | 60+ Minority Below Poverty | 60+ Below Poverty | SLP Low Income | SLP Moderate Income |
|--|---------------|------------------------|------------------|-----------|--------------|----------------------------|-------------------|----------------|---------------------|
| 01A: Administration                        | General Aging |                        |                  |           |              |                            |                   |                |                     |
|  | Caregiver     |                        |                  |           |              |                            |                   |                |                     |
| 1: Personal Care                           | General Aging | 225                    | 6                | 3         |              |                            | 2                 |                |                     |
| 2: Homemaker                               | General Aging | 7247                   | 80               | 15        | 2            | 2                          | 36                |                |                     |
| 3: Chore                                   | General Aging | 600                    | 12               | 2         | 3            | 1                          | 6                 |                |                     |
| 4: Home Delivered Meals                    | General Aging | 159953                 | 1480             | 116       | 117          | 50                         | 378               |                |                     |
| 5: Adult Daycare                           | General Aging | 2000                   | 10               |           |              |                            | 2                 |                |                     |
| 6: Case Management                         | General Aging | 1080                   | 165              | 24        | 14           | 7                          | 67                |                |                     |
| 7: Congregate Meals                        | General Aging | 118016                 | 2500             | 125       | 50           | 22                         | 120               |                |                     |
| 8: Nutrition Counseling                    | General Aging | 10                     | 2                |           |              |                            |                   |                |                     |
| 9: Assisted Transportation                 | General Aging | 7000                   | 190              | 10        | 18           | 11                         | 82                |                |                     |
| 10: Transportation                         | General Aging | 5100                   | 95               | 2         | 21           | 15                         | 56                |                |                     |
| 11: Legal Assistance                       | General Aging | 360                    | 360              |           |              |                            |                   |                |                     |
| 12: Nutrition Education                    | General Aging | 5650                   | 560              | 105       | 8            | 3                          | 144               |                |                     |
| 13: Information & Assistance               | General Aging | 4700                   | 2400             | 231       | 161          | 77                         | 405               |                |                     |
| 14: Outreach                               | General Aging | 2500                   | 105              |           | 1            | 1                          | 90                |                |                     |
| B02: Health Promotion & Disease Prevention | General Aging | 6500                   | 320              | 42        | 15           | 5                          | 44                |                |                     |

| SERVICE                               |               | Service Units Provided | Consumers Served | 60+ Rural | 60+ Minority | 60+ Minority Below Poverty | 60+ Below Poverty | SLP Low Income | SLP Moderate Income |
|---------------------------------------|---------------|------------------------|------------------|-----------|--------------|----------------------------|-------------------|----------------|---------------------|
| B07: Evidence Based Health Activities | General Aging | 200                    | 65               | 9         |              |                            | 7                 |                |                     |
| C07: EAPA Consultation                | General Aging | 40                     | 24               | 2         | 1            | 1                          | 9                 |                |                     |
| C08: EAPA Assessment & Intervention   | General Aging | 100                    | 18               |           | 1            | 1                          | 5                 |                |                     |
| C09: EAPA Training & Education        | General Aging | 75                     | 250              |           |              |                            |                   |                |                     |
| C10: Self-Directed Care               | General Aging |                        |                  |           |              |                            |                   |                |                     |
| C12: EAPA Non-Consumer Consultation   | General Aging | 55                     | 41               | 2         | 2            | 1                          | 9                 |                |                     |
| D01: Training & Education             | General Aging | 90                     | 665              |           |              |                            |                   |                |                     |
| E05: Options Counseling               | General Aging | 850                    | 265              | 45        | 18           | 8                          | 79                |                |                     |
| F02: Material Aide                    | General Aging | 300                    | 65               | 16        | 8            | 4                          | 35                |                |                     |
| CG1: CG Access Assistance             | Caregiver     | 500                    | 175              | 33        | 3            | 1                          | 4                 |                |                     |
| CG2: CG Self-Directed Care            | Caregiver     |                        |                  |           |              |                            |                   |                |                     |
| CG3: CG Counseling                    | Caregiver     | 300                    | 80               | 6         |              |                            |                   |                |                     |
| CG4: CG Information Services          | Caregiver     | 15                     | 60               |           |              |                            |                   |                |                     |
| CG5: CG Respite                       | Caregiver     | 4200                   | 52               | 8         | 3            | 1                          | 2                 |                |                     |
| CG6: CG Supplemental Services         | Caregiver     | 1094                   | 95               | 6         |              |                            | 1                 |                |                     |
| CG7: CG Home Delivered Meals          | Caregiver     |                        |                  |           |              |                            |                   |                |                     |
| CG8: CG Options Counseling            | Caregiver     | 298                    | 93               | 9         | 1            |                            | 1                 |                |                     |
| GO1: GO Access Assistance             | Caregiver     |                        |                  |           |              |                            |                   |                |                     |

| SERVICE                       |           | Service Units Provided | Consumers Served | 60+ Rural | 60+ Minority | 60+ Minority Below Poverty | 60+ Below Poverty | SLP Low Income | SLP Moderate Income |
|-------------------------------|-----------|------------------------|------------------|-----------|--------------|----------------------------|-------------------|----------------|---------------------|
| G02: GO Self-Directed Care    | Caregiver |                        |                  |           |              |                            |                   |                |                     |
| G03: GO Counseling            | Caregiver |                        |                  |           |              |                            |                   |                |                     |
| G04: GO Information Services  | Caregiver |                        |                  |           |              |                            |                   |                |                     |
| G05: GO Respite               | Caregiver |                        |                  |           |              |                            |                   |                |                     |
| G06: GO Supplemental Services | Caregiver |                        |                  |           |              |                            |                   |                |                     |
| G07: GO Home Delivered Meals  | Caregiver |                        |                  |           |              |                            |                   |                |                     |
| G08: GO Options Counseling    | Caregiver |                        |                  |           |              |                            |                   |                |                     |

## Service Coverage & Wait List Information

### Service Coverage Changes

No service coverage changes planned for SFY 2019.

An "X" indicates the service is offered in the county.

| <b>Mandatory Services</b> | Allama kee | Black Hawk | Bremer | Buchanan | Butler | Chickasaw | Clayton | Delaware | Dubuque | Fayette | Grundy | Hardin | Howard | Jackson | Mars hall | Poweshiek | Tama | Winnes hiek |
|---------------------------|------------|------------|--------|----------|--------|-----------|---------|----------|---------|---------|--------|--------|--------|---------|-----------|-----------|------|-------------|
| Case Management           | X          | X          | X      | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X         | X         | X    | X           |
| Congregate Meals          | X          | X          | X      | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X         | X         | X    | X           |
| Health Promotion          | X          | X          | X      | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X         | X         | X    | X           |
| Home Delivered Meals      | X          | X          | X      | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X         | X         | X    | X           |
| Information & Assistance  | X          | X          | X      | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X         | X         | X    | X           |
| Legal Assistance          | X          | X          | X      | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X         | X         | X    | X           |
| Nutrition Counseling      | X          | X          | X      | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X         | X         | X    | X           |
| Nutrition Education       | X          | X          | X      | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X         | X         | X    | X           |
| Options Counseling        | X          | X          | X      | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X         | X         | X    | X           |

| <b>Other Services</b>                   | Allam akee | Black Hawk | Bremer | Buchanan | Butler | Chick asaw | Clayton | Dela war e | Dubu que | Fayet te | Grundy | Hard in | How ard | Jack son | Mar shall | Pow eshi ek | Tam a | Win nesh iek |
|---|------------|------------|--------|----------|--------|------------|---------|------------|----------|----------|--------|---------|---------|----------|-----------|-------------|-------|--------------|
| Adult Day Care/Adult Day Health         |            | X          |        |          |        |            |         | X          | X        |          |        |         |         | X        |           |             |       |              |
| Chore                                   | X          | X          | X      | X        | X      | X          | X       | X          | X        | X        | X      | X       | X       | X        | X         | X           | X     | X            |
| EAPA Consultation                       | X          | X          | X      | X        | X      | X          | X       | X          | X        | X        | X      | X       | X       | X        | X         | X           | X     | X            |
| EAPA Assessment & Intervention          | X          | X          | X      | X        | X      | X          | X       | X          | X        | X        | X      | X       | X       | X        | X         | X           | X     | X            |
| EAPA Training & Education               | X          | X          | X      | X        | X      | X          | X       | X          | X        | X        | X      | X       | X       | X        | X         | X           | X     | X            |
| Evidence-Based Health Activities        | X          | X          | X      | X        | X      | X          | X       | X          | X        | X        | X      | X       | X       | X        | X         | X           | X     | X            |
| Health Promotion and Disease Prevention | X          | X          | X      | X        | X      | X          | X       | X          | X        | X        | X      | X       | X       | X        | X         | X           | X     | X            |
| Homemaker                               | X          | X          | X      | X        | X      | X          | X       | X          | X        | X        | X      | X       | X       | X        | X         | X           | X     | X            |
| Material Aid                            | X          | X          | X      | X        | X      | X          | X       | X          | X        | X        | X      | X       | X       | X        | X         | X           | X     | X            |
| Outreach                                | X          | X          | X      | X        | X      | X          | X       | X          | X        | X        | X      | X       | X       | X        | X         | X           | X     | X            |
| Personal Care                           | X          | X          | X      | X        | X      | X          | X       | X          | X        | X        | X      | X       | X       | X        | X         | X           | X     | X            |
| Self-Directed Care                      |            |            |        |          |        |            |         |            |          |          |        |         |         |          |           |             |       |              |

| <b>Other Services</b>   | Allamakee | Black Hawk | Bremmer | Buchanan | Butler | Chickasaw | Clayton | Delaware | Dubuque | Fayette | Grundy | Hardin | Howard | Jackson | Marshall | Poweshiek | Tama | Winnebago |
|-------------------------|-----------|------------|---------|----------|--------|-----------|---------|----------|---------|---------|--------|--------|--------|---------|----------|-----------|------|-----------|
| Training & Education    | X         | X          | X       | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X        | X         | X    | X         |
| Assisted Transportation | X         | X          | X       | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X        | X         | X    | X         |
| Transportation          | X         | X          | X       | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X        | X         | X    | X         |

| <b>Family Caregiver &amp; Grandparent/Other Elderly Caregivers</b> | Allamakee | Black Hawk | Bremmer | Buchanan | Butler | Chickasaw | Clayton | Delaware | Dubuque | Fayette | Grundy | Hardin | Howard | Jackson | Marshall | Poweshiek | Tama | Winnebago |
|--|-----------|------------|---------|----------|--------|-----------|---------|----------|---------|---------|--------|--------|--------|---------|----------|-----------|------|-----------|
| Access Assistance  | X         | X          | X       | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X        | X         | X    | X         |
| Counseling   | X         | X          | X       | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X        | X         | X    | X         |
| Home Delivered Meal  |           |            |         |          |        |           |         |          |         |         |        |        |        |         |          |           |      |           |
| Information Services   | X         | X          | X       | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X        | X         | X    | X         |
| Options Counseling   | X         | X          | X       | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X        | X         | X    | X         |
| Respite Care   | X         | X          | X       | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X        | X         | X    | X         |
| Self-Directed Care   |           |            |         |          |        |           |         |          |         |         |        |        |        |         |          |           |      |           |
| Supplemental services  | X         | X          | X       | X        | X      | X         | X       | X        | X       | X       | X      | X      | X      | X       | X        | X         | X    | X         |

| <b>Grandparent/Other Elderly Caregivers</b> | Allamakee | Black Hawk | Bremmer | Buchanan | Butler | Chickasaw | Clayton | Delaware | Dubuque | Fayette | Grundy | Hardin | Howard | Jackson | Marshall | Poweshiek | Tama | Winnebago |
|---|-----------|------------|---------|----------|--------|-----------|---------|----------|---------|---------|--------|--------|--------|---------|----------|-----------|------|-----------|
| Access Assistance                           |           |            |         |          |        |           |         |          |         |         |        |        |        |         |          |           |      |           |
| Counseling                                  |           |            |         |          |        |           |         |          |         |         |        |        |        |         |          |           |      |           |
| Home Delivered Meal                         |           |            |         |          |        |           |         |          |         |         |        |        |        |         |          |           |      |           |
| Information Services                        |           |            |         |          |        |           |         |          |         |         |        |        |        |         |          |           |      |           |
| Options Counseling                          |           |            |         |          |        |           |         |          |         |         |        |        |        |         |          |           |      |           |
| Respite Care                                |           |            |         |          |        |           |         |          |         |         |        |        |        |         |          |           |      |           |
| Self-Directed Care                          |           |            |         |          |        |           |         |          |         |         |        |        |        |         |          |           |      |           |
| Supplemental services                       |           |            |         |          |        |           |         |          |         |         |        |        |        |         |          |           |      |           |

### Area Plan Service Waiting List

| Service with Waiting List | Typical Number of Individuals on Waiting List | Average Waiting List Time | Wait List prioritization Criteria |
|---------------------------|---|---------------------------|-----------------------------------|
| Chore                     | 15  | 4 months                  | Date services requested           |
| Homemaker                 | 25  | 4 months                  | Date services requested           |
| Personal Care             | 15  | 4 months                  | Date services requested           |
| Material Aide             | 25  | 6 months                  | Date services requested           |
| Home Delivered Meals      | 20  | 3 months                  | Date services requested           |

### Section 3: Quality Management

Agency staff reviewed the quality management activities that will be undertaken during the plan period and determined that the information is current. (No additional information is required.)

OR

Agency staff reviewed the quality management activities that will be undertaken during the plan period and determined that updated information is required.

[Insert updated information on quality management activities that the agency will implement during the plan period.]

## Section 4: Public Input

### Public Hearing Requirements

Agency staff reviewed the Iowa Administrative Rule, 17-6.2 (231) on public hearing requirements and determined that the updated information provided does not necessitate a public hearing. (No additional information is required.)

OR

Agency staff reviewed the Iowa Administrative Rule, 17-6.2 (231) on public hearing requirements and determined that the updated information provided required a public hearing. Public hearing documentation appears below.



## Governing Body

Governing Body for: Northeast Iowa Area Agency on Aging.

Updated On: March 21, 2018

### Chair

| Name          | Address                   | City & Zip       | County  | Phone & Email  | Term Expires |
|---------------|---------------------------|------------------|---------|--|--------------|
| Joyce Denczek | 4388 Camelot Dr,<br>Apt 1 | Dubuque<br>52002 | Dubuque | 563/580-6106<br><a href="mailto:denczekjoyce@gmail.com">denczekjoyce@gmail.com</a> | 2021         |

### Vice Chair

| Name         | Address                  | City & Zip           | County        | Phone & Email  | Term Expires |
|--------------|--------------------------|----------------------|---------------|--|--------------|
| Robert Brown | 5311 Hyacinth Dr,<br>#50 | Cedar Falls<br>50613 | Black<br>Hawk | 319/266-5062<br><a href="mailto:Bobnjudyb62@gmail.com">Bobnjudyb62@gmail.com</a> | 2018         |

### Secretary/Secretary-Treasurer

| Name          | Address        | City & Zip        | County  | Phone & Email  | Term Expires |
|---------------|----------------|-------------------|---------|--|--------------|
| Vicki Rowland | 64 Pine Street | Clermont<br>52135 | Fayette | 319/521-7138<br><a href="mailto:superrowland@yahoo.com">superrowland@yahoo.com</a> | 2020         |

### Treasurer, (if separate officer)

| Name            | Address                 | City & Zip                | County        | Phone & Email  | Term Expires |
|-----------------|-------------------------|---------------------------|---------------|--|--------------|
| Elaine Eshbaugh | 217 Latham Hall-<br>UNI | Cedar Falls<br>50614-0332 | Black<br>Hawk | 319/830-5536<br><a href="mailto:Elaine.eshbaugh@uni.edu">Elaine.eshbaugh@uni.edu</a> | 2022         |

### Other Members

| Name                 | Address                      | City & Zip          | County         | Phone & Email  | Term Expires |
|----------------------|------------------------------|---------------------|----------------|--|--------------|
| Bob Clemen           | 113 E. Butler, Apt<br>204    | Manchester<br>52057 | Delaware       | 563/927-6318   | 2021         |
| Shirley<br>Helmrichs | 1933 255 <sup>th</sup> Str   | Manchester<br>52057 | Delaware       | 563/920-7591<br><a href="mailto:supervisors@co.delaware.ia.us">supervisors@co.delaware.ia.us</a>         | 2021         |
| LuAnn Goeke          | 201 West Platt Str           | Maquoketa<br>52060  | Jackson        | 563/652-3181<br><a href="mailto:jcbos@co.jackson.is.us">jcbos@co.jackson.is.us</a>                       | 2020         |
| Dean<br>Thompson     | 217 Riverview Dr             | Decorah<br>52101    | Winnes<br>hiek | 563/419-6047<br><a href="mailto:Dean.thompson@co.winneshiek.ia.us">Dean.thompson@co.winneshiek.ia.us</a> | 2021         |
| Dan Byrnes           | 1044 State Hwy<br>76         | Waukon<br>52172     | Allamak<br>ee  | 563/568-1075<br><a href="mailto:danebyrnes@gmail.com">danebyrnes@gmail.com</a>                           | 2023         |
| Patrick<br>Murray    | 531 3 <sup>rd</sup> Ave East | Cresco<br>52136     | Howard         | 319/240-9433   | 2027         |

|                       |                            |                   |            |  |      |
|-----------------------|----------------------------|-------------------|------------|--|------|
|                       |                            |                   |            | <a href="mailto:pmurray@co.howard.ia.us">pmurray@co.howard.ia.us</a>   |      |
| Kathy Babcock         | Box 355                    | New Hampton 50659 | Chickasaw  | 641/394-4053<br><a href="mailto:kbabcock@iowatelecom.net">kbabcock@iowatelecom.net</a>                                     | 2022 |
| Gary Bowden           | 30674 Eagle Dr             | McGregor 52157    | Clayton    | 563/873-2308<br><a href="mailto:drgbowden@gmail.com">drgbowden@gmail.com</a>   | 2022 |
| Clark Wilharm         | 117 11 <sup>th</sup> Str   | Waverly, 50677    | Bremer     | 319/352-2234<br><a href="mailto:clark@larrabecenter.org">clark@larrabecenter.org</a>                                       | 2020 |
| Dan Anderson          | 1640 370 <sup>th</sup> Str | Tama 52339        | Tama       | 641/750-2430<br><a href="mailto:sudanfarms@hughes.net">sudanfarms@hughes.net</a>   | 2023 |
| Jean Maddux           | 3605 Inverness Rd          | Waterloo 50701    | Black Hawk | 319/883-1202<br><a href="mailto:gmaddux@mchsi.com">gmaddux@mchsi.com</a>   | 2026 |
| Diana Dawley          | 1037 510 Ave               | Montezuma 50171   | Poweshiek  | 641/325-1034<br><a href="mailto:dddawley@gmail.com">dddawley@gmail.com</a>   | 2026 |
| Marna Mitchell-Butler | Box 508                    | Baxter 50028      | Marshall   | 641/752-4618<br><a href="mailto:Marna.mitchellbutler@insurecentraliowa.com">Marna.mitchellbutler@insurecentraliowa.com</a> | 2026 |
| Jacob Bates           | 1930 Richard Rd            | Cedar Falls 50613 | Butler     | 319/239-7448<br><a href="mailto:manager@parkerplaceretirement.com">manager@parkerplaceretirement.com</a>                   | 2027 |

## Advisory Council

**Older Americans Act Section 306(a)(6)(D).** Each area agency on aging shall establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan.

**Older Americans Act Code of Regulations, Subpart C, Sec. 1321.57(b) Composition of Council.** The council shall include individuals and representatives of community organizations who will help to enhance the leadership role of the area agency in developing community-based systems of services. The advisory council shall be made up of:

1. More than 50 percent older persons, including minority individuals who are participants or who are eligible to participate in programs under this part;
2. Representatives of older persons;
3. Representatives of health care provider organizations, including providers of veterans' health care (if appropriate);
4. Representatives of supportive services provider organizations;

5. Persons with leadership experience in the private and voluntary sectors;
6. Local elected officials; and
7. The general public.

If the agency's Advisory Council does not currently meet all 7 composition criteria listed above, provide the following information:

1) Composition criteria yet to be satisfied by the Council (# 1, 2, 3, 4, 5, 6, 7)

None, all composition criteria are satisfied.

**Advisory Council for: Northeast Iowa Area Agency on Aging**

**Updated on: March 21, 2018 - No change from State Area Plan SFY 2018-2021**

**Chair**

| <b>Name</b> | <b>Address</b> | <b>City &amp; Zip</b> | <b>County</b> | <b>Phone &amp; Email</b> | <b>Term Expires</b> | <b>OAA Composition Criteria (1 to 7)</b> |
|-------------|----------------|-----------------------|---------------|--------------------------|---------------------|--|
|             |                |                       |               |                          |                     |  |

**Vice Chair**

| <b>Name</b> | <b>Address</b> | <b>City &amp; Zip</b> | <b>County</b> | <b>Phone &amp; Email</b> | <b>Term Expires</b> | <b>OAA Composition Criteria (1 to 7)</b> |
|-------------|----------------|-----------------------|---------------|--------------------------|---------------------|--|
|             |                |                       |               |                          |                     |  |

**Secretary/Secretary Treasurer**

| <b>Name</b> | <b>Address</b> | <b>City &amp; Zip</b> | <b>County</b> | <b>Phone &amp; Email</b> | <b>Term Expires</b> | <b>OAA Composition Criteria (1 to 7)</b> |
|-------------|----------------|-----------------------|---------------|--------------------------|---------------------|--|
|             |                |                       |               |                          |                     |  |

**Treasurer (if separate officer)**

| <b>Name</b> | <b>Address</b> | <b>City &amp; Zip</b> | <b>County</b> | <b>Phone &amp; Email</b> | <b>Term Expires</b> | <b>OAA Composition Criteria (1 to 7)</b> |
|-------------|----------------|-----------------------|---------------|--------------------------|---------------------|--|
|             |                |                       |               |                          |                     |  |

**Other Members:**

| <b>Name</b> | <b>Address</b> | <b>City &amp; Zip</b> | <b>County</b> | <b>Phone &amp; Email</b> | <b>Term Expires</b> | <b>OAA Composition Criteria (1 to 7)</b> |
|-------------|----------------|-----------------------|---------------|--------------------------|---------------------|--|
|             |                |                       |               |                          |                     |  |
|             |                |                       |               |                          |                     |  |
|             |                |                       |               |                          |                     |  |

**LifeLong Links Advisory Council**

**LifeLong Links Advisory Council for: Northeast Iowa Area Agency on Aging**

**Updated On:** March 21, 2018 - No change from State Area Plan SFY 2018-2021

| Name | Organization | Address | City & Zip | County | Phone & Email |
|------|--------------|---------|------------|--------|---------------|
|      |              |         |            |        |               |
|      |              |         |            |        |               |
|      |              |         |            |        |               |

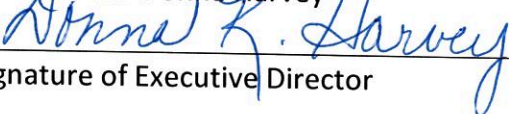
## ATTACHMENTS

## Authorized Signatures

| Area Agency on Aging Name           | Primary Street Address      | City & Zip     | Type of Agency | Date of AAA Designation |
|-------------------------------------|-----------------------------|----------------|----------------|-------------------------|
| Northeast Iowa Area Agency on Aging | 2101 Kimball Ave., Ste. 320 | Waterloo 50702 |                | 7-1-2013                |

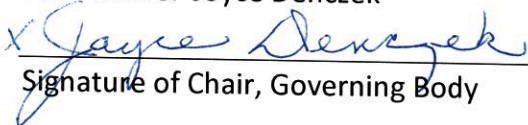
### Authorized Signatures for Funding Applications and Contracts

Print Name: Donna Harvey

  
Signature of Executive Director

  
Date Signed

Print Name: Joyce Denczek

x   
Signature of Chair, Governing Body

  
Date Signed

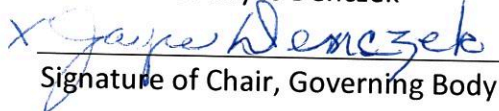
### Authorized Signatures for Fiscal Reports

Print Name: Donna Harvey

  
Signature of Executive Director

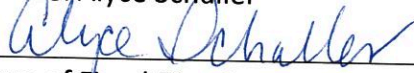
  
Date Signed

Print Name: Joyce Denczek

x   
Signature of Chair, Governing Body

  
Date Signed

Print Name: Alyce Schaller

  
Signature of Fiscal Director

  
Date Signed


### Authorized Signatures for Program Reports

Print Name: Donna Harvey

  
Signature of Executive Director

  
Date Signed

Print Name: Gregory Zars

  
Signature of Deputy Director

  
Date Signed

## Grievance Procedures

Agency staff reviewed the grievance procedures information in the plan and determined that the information is current. (No additional information is required.)

OR

Agency staff reviewed the grievance procedures information in the plan and determined that updated information is required. Updated information appears below.

[Insert updated information on how members of the public may obtain your agency's grievance procedures related service provision.]



## **Nutrition Services, Service Providers, and Senior Center/ Focal Points**

### ***Nutrition Services***

Agency staff reviewed the following Nutrition Services information entered into SAMS and verified that the information is current as of 2/28/18.

Nutrition Services information to be verified for accuracy includes:

- Location (Name, Street Address, City, Zip)
- Frequency

### ***Service Providers of OAA Services***

Agency staff reviewed the Service Provider information entered into SAMS and verified that the information is current as of 2/28/18.

### ***Senior Centers and Focal Points***

Agency staff reviewed the Senior Center and Focal Point information entered into SAMS and verified that the information is current as of 2/28/18.

Agency staff reviewed the information on the process agency uses to identify and select facilities as focal points in the agency's PSA and determined that the information is current. (No additional information is required.)

OR

Agency staff have reviewed the information on the process agency uses to identify and select facilities as focal points in the agency's PSA and determined that updated information is required. Updated information appears below.

[Insert updated information on process agency uses to identify and select facilities as focal points in the agency's PSA.]

## Emergency Plan Summary

Agency staff reviewed the emergency preparedness planning and plan activation information in the plan and determined that the information is current. (No additional information is required.)

OR

Agency staff reviewed the emergency preparedness planning and plan activation information in the plan and determined that updated information is required.

[Insert updated information on the activities the agency is involved in as they relate to preparedness planning and plan activation. Insert updated information that describes how the agency collaborates with other entities, including partners and contractors, as well as emergency response agencies, relief organizations, government agencies or other institutions, when carrying out these activities.]

## Direct Service Requests

The request to provide direct service(s) submitted with the SFY 2018 – 2021 Area Plan on Aging are **current**. (No additional information is required.)

OR

The agency seeks to provide additional service(s) directly in the planning and service area starting in SFY 2019. A completed Request to Provide Direct Service form has been submitted with the plan for the new direct service the agency plans to provide starting in SFY 2019.