



IOWA DEPARTMENT ON AGING  
310 E 12TH ST, STE 21 DES MOINES, IA 50319 | [iowaaging.gov](http://iowaaging.gov)

## Signed Verification of Agency Intent and Compliance

### Connections

(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.



IOWA DEPARTMENT ON AGING  
2015 1019 ST. SW. 2.03 MOVES IN SCARLETT IOWAAGING.COM

## Signed Verification of Agency Intent and Compliance

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 Neumann, Chair

NAME OF ADVISORY COUNCIL SIGNER

**Robert Neumann**

Digitally signed by Robert  
Neumann  
Date: 2018.04.02 13:24:43 -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.

Bonnie Godden, Vice Chair

NAME OF GOVERNING BODY SIGNER

**Bonnie Godden**

Digitally signed by Bonnie Godden  
Date: 2018.04.02 13:26:43 -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.

Kelly Butts-Elston

NAME OF EXECUTIVE DIRECTOR

**Kelly Butts-Elston**

Digitally signed by Kelly Butts-  
Elston  
Date: 2018.04.02 13:27:08 -05'00'

EXECUTIVE DIRECTOR SIGNATURE

# Connections Area Agency on Aging PSA 6

*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, 2019

Connections AAA Update.....	3
Section 1: Update on Strategies to Achieve 2018-2021 Goals .....	5
Goal 1: Iowa Aging Network will protect and enhance the rights; and prevent the abuse, neglect, and exploitation of older lowans. ....	7
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. ....	9
Goal 3: Iowa Aging Network will enable Older lowans to remain in their own residence and community of choice.....	17
Section 2: Performance and Service Projections.....	27
Performance Outcome & Fiscal Year Targets .....	27
SFY 2019 Projected Older Americans Act Consumers and Service Units .....	33
Service Coverage & Wait List Information .....	34
Section 3: Quality Management .....	38
Section 4: Public Input .....	39
Public Hearing Requirements.....	40
Governing Body .....	41
Advisory Council .....	42
LifeLong Links Advisory Council .....	45
ATTACHMENTS.....	46
Authorized Signatures .....	<b>Error! Bookmark not defined.</b>
Grievance Procedures .....	49
Nutrition Services, Service Providers, and Senior Center/ Focal Points .....	50
Emergency Plan Summary.....	51
Direct Service Requests.....	52

## Connections Area Agency on Aging Update

For Connections AAA, SFY'2018 was one of transition, challenge, and reset. We began the year with a sense of urgency. We knew that one of our significant funding streams – partnership with Amerihealth Caritas would end no later than December 30, 2017; we knew that our staffing would have to be vastly reduced; and we knew that our overall budget would be tight. We developed a plan to completely reorganize and many efficiencies were designed and established:

- We were determined to continue to work with Amerihealth Caritas for as long as they wanted to partner with us because it allowed Connections time to develop a plan for life after the MCOs. We were forthright with our staff and allowed them the flexibility to seek other opportunities and many care managers did find work with the MCOs.
- We created a hybrid position of Service Navigator. The Service Navigator position does a bit of everything: Case Management, Options Counseling, EAPA, and Caregiver Coordination. A typical day for a Service Navigator might be to visit Client A, who has been a case management consumer of our agency for four years in Red Oak, IA at 9am. At 11:30, the Service Navigator visits Client B in Corning, IA to make an initial visit with a senior citizen at his bank because he thinks he's fallen victim to financial exploitation. This Service Navigator stops in our Creston office to get messages and eat his lunch at 1pm and may return a phone call to a family caregiver who phoned to see what assistance is possible for her mother who lives in Sidney, Iowa. At 3pm this same staff person drives to Afton, Iowa to make an Options Counseling assessment at the home of a woman who heard we might be able to help her stay in her home even though she neither cooks or drives.
- We started our private pay line of services for individuals which included meals, safety assessments, transition service and care coordination.

We kept our focus on the four-year Area Plan that we've developed last year, and although there were struggles, we were able to experience successes as well:

- Our EAPA program is as strong and vibrant as it's ever been. We transitioned an Options Counselor to the role of EAPA Specialist. She works with overall "big picture" vision for the program; she also consults and provides guidance with all of the Service Navigators; and she does EAPA consults, EAPA assessments and intervention and EAPA Training and Education. She is heavily involved with building coalitions in all three regions of our service area.
- CAAA staff has gotten more involved in community provider meetings not only to promote ourselves and our activities, but to learn and increase our disability IQ. We partnered with a disability provider in an unsuccessful grant application, but we did appreciate the opportunity to collaborate and learn from each other, and we will continue to seek out these endeavors.

- We developed some LifeLong Links materials to market to busy professionals and providers, and we designed a “marketing drop in” plan to increase awareness of who we are and what we do.
- We’ve focused on Home Delivered Meal consumers; we are trying to send more information home with the meal in an effort to more comprehensively support them; we’ve expanded our frozen meal routes; and we began offering special diet meals and marketing those to healthcare professionals.
- Our partnership with a local hospital has been well received and they have once again extended our agreement for another year. Jennie Edmundson Hospital provides funding for one full-time transition coach who helps individuals transitioning from hospital back to home.

However, SFY’2018 has not been without challenges and we were not able to achieve some of our Area Plan goals. Some areas in our plan with which we are not succeeding, but plan to improve this year are as follows:

- Our Caregiver program has not yet achieved our goals. In the year of transition, we designated a staff member to focus solely on Caregiver services. She, like the EAPA Specialist, will focus on the development of big vision projects like a working Caregiver Program with a local employer, and some online caregiver tools. The Caregiver Specialist will also provide consult and guidance to the Service Navigators and will conduct some Service Navigation as well. In FY’2019 we will be targeting women, age 35-60 for our caregiving outreach. Most of the caregiving calls and inquiries that we field are from this demographic so we will invest our time and resources serving them “where they are”.
- Although we’ve tried some alternative style congregate meals, we really haven’t expanded the meals that we’ve served. Part of our barrier for this is funding, and part of it is the restrictive menus. We would be eager to expand our performance in this area if either of these barriers are removed.
- Chore service faces the similar barrier to expansion as congregate meals do, however with some feedback from our board and advisory council, we may take more of a community / volunteer driven approach in FY’2019.

We are eager to continue the efforts of our four-year plan in year two. We continue to be optimistic; we are learning how to work smarter and more efficiently; we are seeing how much we can utilize the Harmony data system and we continue to enjoy our role in keeping lowans independent and living in the community of their choosing.

## 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 lowans.**

### Prioritized Service Gaps

The method that was used to identify and prioritize service gaps to addressing protecting and enhancing the rights, and preventing the abuse, neglect and exploitation of older lowans was a comprehensive needs assessment evaluation, in which staff members from all three of our office locations participated. Next, we garnered feedback from our three regional advisory council groups. Then finally a written summary was distributed to our board of directors for their feedback. After the internal process focus groups were held at each of our regional offices. These focus groups were by invitation to maximize the opportunity for participation. We invited elected officials, faith-based organizations, service providers, aging and disability consumers, and family caregivers. All factions were represented at all three focus groups. This data was added to the internal needs assessment materials and then the information was shared with program staff and the plan was developed. In March of 2018 program staff met to review the program goals, to determine the status and progress on each goal, gap in service and strategy to address the service gaps.

### **SERVICE GAP #1: EAPA REFERRALS ARE OFTEN RECEIVED TOO LATE FOR PREVENTATIVE INTERVENTIONS AND STRATEGIES.**

#### *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:

- Staff will enter all Training and Education units into our SAMS data base, so we can easily track where we have been and where we need to go to further market our program and build working relationships with community partners.

#### *Strategies to Address Service Gap*

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
Elder Rights staff will increase training and education units by participating in community events such as health fairs, speaking engagements, faith-based community, meals and health and community-based networking groups.	No	In progress
Outreach to career fields in our service area that “touch” the lives of seniors including Mental Health providers, Substance Abuse providers, (cont. from above) Domestic Violence coalitions and the faith-based community.	No	In Progress

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

Through our agency needs assessments, focus groups and meetings with program staff it was determined that public education and community outreach are essential for our Elder Abuse Prevention and Awareness program, and all the programs and services that Connections AAA offers. Connections AAA seeks every opportunity to engage and educate the public and eligible and potential participants about our services, trends and current events in the aging network, topics of interest and benefit to older Iowans and their families and caregivers, and disability issues. We achieve this through a multifaceted approach that includes public speaking opportunities, exhibiting at health/wellness and community fairs, press releases, public forums, newsletter submissions, social media and website postings, and business to business marketing.

A sampling of speaking engagements Connections AAA staff conducted include:

- In August of 2017 in partnership with the Small Business Development Center at Iowa Western Community College, the EAPA specialist presented the signs of elder abuse to the employees of TriValley Community Bank employees.
- Connections AAA staff presented at Rep. David Young's Senior Security & Wellness Expos in Creston and Council Bluffs on all the services that Connections AAA has to offer with an emphasis on our Elder Abuse Prevention and Awareness efforts throughout our PSA. The video of the presentation is still available on the Rep's Facebook page and shows it has been viewed 807 times.
- Presentation November 1<sup>st</sup> to case managers with the Southwest Iowa Region Mental Health and Disability Services. This mental health region encompasses 9 of the 20 counties we serve. They are an essential partner to best serve our EAPA consumers that have a mental health diagnosis.

Each year Connections AAA commemorates World Elder Abuse Awareness day. Last year's events included a symposium in Sioux City, and open houses at our Council Bluffs and Creston offices. The symposium featured an array of knowledgeable speakers with timely elder rights topics. Prosecution of Elder Abuse was presented by Detective William Nice Jr Sioux City Police Department and Kristine Timmins, Assistant Woodbury County Attorney which focused on the investigation and case building parts of an elder abuse charge. Frank Tenuta Managing Attorney Iowa Legal Aid presented Iowa Civil Elder Abuse Relief Law, and legal and practical aspects of substitute decision making, which tied in perfectly. Most of the participants at the event were from Woodbury County Department of Human Services Adult Protective Services Unit.

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

In working towards increasing the amount of public training and education units to the public our EAPA specialist will work with the CAAA marketing team to determine the best approach

and opportunities to reach our targeted audiences. The marketing team at Connections is currently compiling a listing of marketing sites for all direct service staff and program coordinators to use as they are out in the community, to market and promote all the services that we have to offer. As we strive to promote our services the staff of Connections AAA will promote programs in relation to awareness days or months and appropriate government happenings. We will send out information on elder abuse awareness and prevention to homebound meal participants at least 2x a year. EAPA staff will also attend quarterly senior center managers meetings to keep the managers apprised of elder abuse awareness and prevention information.

Our planned events for WEAAD include a symposium in the eastern region, and a provider networking meeting in the in the Sioux City area. A new highlight this year to commemorate World Elder Abuse Awareness Day is that Connections was approved as WoodmenLife Tower Lighting Partner. The downtown Omaha landmark that is clearly visible to the Council Bluffs skyline will be lit purple on June 15<sup>th</sup>, 2018, the awareness day is listed on the WoodmenLife web-site.

**SERVICE GAP #2: Elder Rights Services are underused in our eastern region and rural portions of our 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:

- Staff will enter all Training and Education units into our SAMS data base, so we can easily track where we have been, the number of outreach activities we have participated in and where we need to go to further market our program and build working relationships with community partners.

***Strategies to Address Service Gap***

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
We need to build the coalitions in the east and north, just as we have in the central region, bringing law enforcement, county attorneys, physicians’ and clinics, mental health, public health and in-home providers together to better serve seniors in need in a comprehensive manner.	No	In Progress
Send EAPA materials with home-delivered and frozen meal consumers in rural communities,	No	Not Started

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
particularly in the eastern region		
EAPA staff will increase presentations at agency congregate meal sites	No	In Progress
We will increase staff efforts in MIPPA information marketing in eastern region	No	In Progress

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

Through our agency needs assessments, focus groups and meetings with program staff it was determined that public education and community outreach are essential to our Elder Abuse Prevention and Awareness program(EAPA). To have a well-functioning program that aids in the prevention and awareness of elder abuse we need a network of provider agencies ready to assist our consumers that are at risk of or experiencing elder abuse. Connections AAA participates in community provider meetings to aid in the implementation of our EAPA program. In Council Bluffs, where we have offered EAPA programming for the longest period we have an ongoing Elder Abuse Coalition which is comprised of Law Enforcement, the city inspector, residential facilities, mental health and community providers. A similar coalition is in infancy stages in the greater Sioux City area and is in the planning stages in the Creston community.

As part of our commemoration of World Elder Abuse Awareness Day, Connections is hosting a provider networking meeting in our Northern Region, a symposium in our Eastern region and working on various awareness events in our central region, including having the Woodmen Tower lights purple for the day.

## Strategy Activities Planned for SFY 2019

In SFY 2019 Connections EAPA and marketing staff will continue to increase training and education at community events and through speaking arrangements, attending health fairs and other public activities. We will continue to market and promote the program with extra emphasis in the most rural, least populated counties in southern Iowa where the average age of the residents is older, and the poverty level is high.

Connections EAPA staff will continue to work on building our coalitions throughout our PSA. We know from experience in areas where the program is more established that when we can intervene earlier with information and options the program can head off crisis situations. To best serve our consumers, we need good working relationships with a variety of service providers across our PSA.

EAPA staff will coordinate with our Healthy Living staff to send out information on elder abuse awareness and prevention to homebound meal participants at least 2x a year. EAPA staff will also attend quarterly senior center managers meetings to keep the managers apprised of elder abuse awareness and prevention information.

Though not part of our EAPA program we at Connections recognize that helping older Iowans discover and apply for benefits they are eligible for can greatly improve their financial situations. According to the Nation Council on Aging website, “one in three Americans aged 65+ is economically insecure—lacking resources needed to meet basic food housing and medical needs.” For these seniors, benefits can play a vital role in reducing their expenses and increasing their budgets. Connections marketing team and Lifelong links staff work to promote our MIPPA program by speaking with groups and holding enrollment events to assist in completing applications for the Medicare Savings Program. Starting in SFY2018 and continuing into SFY2019 we will provide information on the savings programs to eligible consumers while they are applying for farmer’s market vouchers.

### **SERVICE GAP #3: EAPA consumers experiencing self-neglect issues related to housing do not have their situation fully resolved due to high service costs.**

#### ***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:

- Program staff will keep an excel data base of grants applied for, and the status of the grants
- Bed bug policy will be reviewed annually to assure we have to best policy in place.
- MOU will be kept on file outlining any partnerships between Connections AAA and community colleges

***Strategies to Address Service Gap***

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
Develop and implement a bed-bug policy and priority system as the typical bedbug eradication is approximately \$1500	no	In Progress
Apply for regional housing trust funding to augment and diversify funding streams for EAPA cases of home repair and maintenance.	no	In Progress
Form partnerships with Community/Technical colleges, unions or private sector businesses in service area to have students or apprentices work on projects for seniors including HVAC, plumbing, home-modification, etc.	no	Not Started

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

Through our agency needs assessments, focus groups and meetings with program staff it was determined that consumers experiencing self-neglect issues are difficult to serve due to the complexity of the problem of self-neglect, and the high cost of service to fully resolve their situation. We have had to take the stance that a pest infestation alone doesn't necessarily mean that the consumer is in an abusive situation. We must look at the totality of the situation and explore all other funding options before we can assist in a pest infestation cases. The eradication of a bed bug infestation in a small home costs on average \$1500.00.

To protect our case managers and option counselors, Connections Elder Rights Specialist developed and distributed an agency bed bug policy to office staff. Our policy states that we will not discriminate against consumers that have a pest infestation, but that staff needs to be aware and prepared when entering situations where there is an active pest control problem. Bed bug kits were provided for each agency vehicle, and a spare kit is available in each office for staff members utilizing their own vehicles to be used as necessary. The development of the policy for meal sites is still in progress.

The cases vary but themes that we are seeing are the inability or disinterest in the upkeep of one's home which puts the individual at risk for being homeless or family members or strangers who either take money or live off the older lowans. We currently have grants covering Council Bluffs through the Council Bluffs Housing Trust Fund and our entire eastern region through the Southern Iowa Council of Governments to aid in home repairs. We utilize our Solution Options for Seniors Program, to assist lowan's 60 and older in the areas covered by the grants with unexpected home repair costs. For our grant match we ask our applications to contribute back 25% of the cost of repairs, so that no funds outside of the grant monies are used.

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

To best serve our consumers that self-neglect, we will investigate grant funding options for home repairs in our Northern region, while reapplying for home repair funds in Council Bluffs and in the eastern region.

To best serve our meal site participants, and protect our meal site managers, Connections bed-bug policy for meal-sites will be completed and implemented in SFY2019.

Contact will be established with Community Colleges in each of our regions to discover the best way that we can partner together to better serve seniors with a limited income that need home repairs or home modifications.

**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**

The method that was used to identify and prioritize service gaps for the goal of engaging older lowans, lowans with disabilities, and caregivers to participate in their communities, make informed decisions, and exercise self-determination and control about their independence, well-being and health was a comprehensive needs assessment evaluation, in which staff members from all three of our office locations participated. Next, we garnered feedback from our three regional advisory council groups. Then finally a written summary was distributed to our board of directors for their feedback. After the internal process focus groups were held at each of our regional offices. The data from the focus groups was added to the internal needs assessment materials and the information was shared with program staff and the plan was developed. In March of 2018 program staff from our Consumer Services, and Healthy living divisions met with management staff to review the program goals, determine the status and progress on each goal, gap in service and strategy to address the service gaps.

## **SERVICE GAP #1: THERE IS AN UNDERSERVED POPULATION THAT NEEDS NUTRITION COUNSELING**

### ***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:

- We will track the number of consumers that participate in group nutrition counseling in our SAMS data base.
- We will track the number of consumers that participate in one on one nutrition counseling in our SAMS data base.

### ***Strategies to Address Service Gap***

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
In contracting with a registered dietitian, the number of at risk consumers receiving nutrition counseling will increase.	yes	In progress
We will prioritize consumers in our northern region based on nutrition risk scores for one-on-one nutritional counseling. Dietitian will provide nutritional counseling in group settings at the congregate meal sites in northern region	no	In progress

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

Since entering into a contract with a registered dietitian, we have been able to offer nutrition counseling throughout our PSA. High nutrition risk is looked at through intake forms for home bound meal participants, option counseling, and case management consumers. Nutrition counseling is offered to consumers with a high nutritional risk score.

In SFY 2018 we have offered two group counseling sessions, and two more group counseling sessions are planned before the end of the fiscal year. During the group sessions one-on-one sessions are offered to those attending the session, and one one-on-one session has been provided. Funding makes it difficult to provide service throughout our service area. We are always looking for affordable contracting opportunities.

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

In SFY 2019 we will continue to promote the service of nutrition counseling and screen our congregate meal site participants and home delivered meal recipients for high nutritional risk. In addition, we will continue to look at the nutritional risk scores for case managed clients and

option counseling consumers and offer the consumers with a high nutritional risk score the opportunity to meet with the registered dietitian.

**SERVICE GAP #2: PSA-wide, LifeLong Links™ is underused by eligible consumers, caregivers and stakeholders.**

***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:

- Staff will enter all Training and Education units into our SAMS data base, so we can easily track where we have been, the number of outreach activities we have participated in and where we need to go to further market our program and build working relationships with community partners.

***Strategies to Address Service Gap***

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
We will tailor materials to market the benefits of LifeLong Links for physicians and clinics	No	Not Started
Marketing point persons shall establish a list of “drop-in” locations in each county and assign staff traveling to those counties to stop by three locations per trip out to the county to introduce themselves, leave materials and begin conversation and education about Connections AAA.	No	In progress
We will develop LifeLong Links materials tailored to family caregivers	No	In progress
We will tailor materials to share with hospital and nursing discharge planners so that they understand what we are able to offer their patients who are transitioning.	No	Not Started
We will approach other community colleges in our region to replicate a partnership that we’ve developed with Western Iowa Technical College to offer non-credit educational series about aging and caregiving.	No	Not Started
We will approach our community colleges to see if we can conduct a regular or sporadic series on aging issues with those that have television channels and production coursework.	No	Not Started

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

It is our big vision at Connections AAA to reach out and build partnerships and relationships throughout our service area. With the restructuring of our agency which reduced our office staff by 35%, losing our contract for case management services with the managed care organizations and, staff taking on new and additional hats, we are finally feeling more settled and confident with our new duties and our refocus. In November of 2017 staff at our Creston office hosted an Open table dinner. Our limited office staff prepared and served meals to 67 community members, showing that we are part of the community and that we care about the communities that we serve.

Presentations were held throughout our PSA some of the more notable presentations include:

- Connections AAA staff presented at Rep. David Young's Senior Security & Wellness Expos in Creston and Council Bluffs on all the services that Connections AAA has to offer throughout our PSA. The video of the presentation is still available on the Rep's Facebook page and shows it has been viewed 807 times.
- Presentation November 1<sup>st</sup> to case managers with the Southwest Iowa Region Mental Health and Disability Services. This mental health region encompasses 9 of the 20 counties we serve. They are an essential partner to best service our consumers that have a mental health diagnosis

Staff has researched computer software/applications that can make professional looking handouts at little to no cost, and we have set up a structure where team members can share their works. Lifelong Links materials have been tailored to family caregivers and used at local home shows and health fairs. Lifelong Links Quick card were developed with busy professionals in mind. The quick cards are postcard sized informational handouts that detail services available through Lifelong Links.

We have begun taking proactive steps to market to new venues, and events to get our name out there for potential partners. A couple of new exciting opportunities:

- Women's Night Out April 5<sup>th</sup> in Sioux City, we will be having a booth at Women's Night with the hopes of hitting our targeted market of family caregivers age 45-64. We have partnered with a local chiropractor to offer fair participants a chance to "Ask the Doc" about any ailments they would like to discuss.
- Kids Fest: We are hoping to reach Grandparents raising Grandchildren and caregivers that are caring for their parents.

Connections AAA staff has presented to County Board of Supervisors in Adair, Cherokee, Harrison, Plymouth, Pottawattamie, Ringgold and Taylor county to discuss the state of aging services in their counties including all services provided by Connections in the county. It is our intentions to get out and speak with the County Boards yearly to update the supervisors on the good works we do.

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

To address our service gaps all office staff must know what to market to where. The marketing list will be finalized and available to all staff for drop in marketing sites. The marketing list is comprised of partner agencies, hospitals, clinics, doctor offices, financial planners, insurance agents and pharmacies across our PSA. We have prioritized the above list with doctor’s offices and clinics on the top of the list. It is our goal to not only market our programs and services but to educate about Connections AAA and to build working relationships, to best meet the needs of older lowans in our service area. Management staff will get out and speak with the County Boards, and staff will regularly attend legislative forums in their region to bring awareness of Connections AAA and all the Area Agency on Aging in Iowa.

The marketing team will work with the appropriate program staff to develop marketing materials targeted towards hospital and nursing home discharge planners, so they will know of the services that Connections has to offer to assist patients who are transitioning from a skilled level of care back into the community.

We will approach community colleges in our region to replicate a partnership that we have developed with Western Iowa Technical College to offer non-credit education services about aging and caregiving. We will also look to form a partnership to conduct a regular or sporadic series on aging issues with those Community Colleges that have television channels and production coursework.

**SERVICE GAP #3: Agency Staff are not adequately aware of community resources and programs, particularly regarding disability, chronic disease and illness resources.**

***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:

- Connections management staff will keep an excel data base of topics and presenters to be used for all-staff meetings
- Meeting attendance will be tracked by Training and Education Tracking forms that are turned in to the Director of Community Engagement.
- LifeLong Links management staff will keep an excel data base of topics and presenters to use used for LifeLong Links staff trainings.
- Consumer satisfaction for our information and referral and option counseling consumers will be tracked in the SAMS database.

***Strategies to Address Service Gap***

Current Strategies	Revised or New Strategy?	Status
--------------------	--------------------------	--------

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
We will develop an in-service schedule that addresses resources for aging and disability needs.	No	In Progress
Staff will elevate awareness of chronic illness and disease associations' resources for individuals, both on a regional and national level. Because of learning more about illnesses, organizations and resources, Connections can provide better options with greater confidence to our consumers.	No	In progress
Staff will attend current community provider partner meetings in counties that hold them and help to develop them in counties that currently do not have them to achieve better awareness and communication.	No	In progress
Staff will utilize LifeLong Links™ Advisory Council disability representatives for in-service opportunities and education.	No	In progress

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

To educate our staff and make them aware of community resources Connections AAA encourages our Service Navigators to attend community meetings to stay up to date on available resources for our consumers. We offer periodic lunch and learn opportunities, and ongoing training during staff meetings. LIFELONG LINKS™ program coordinators and staff members attend community provider partner meetings throughout our service area. Currently we attend networking or work group meetings in Council Bluffs, Sioux City, Creston and Osceola. We attend County meetings in Adams, Clarke, Decatur and Ida, Pottawattamie and Woodbury Counties.

All-staff meetings have been implemented, all 3 regions meet monthly via video conferencing. An example of the education topics discussed are:

- Healthy living staff presented on the benefits of Tai Chi, and staff were invited to attend a class to learn more.
- Our Elder Rights Specialist presented on bed bug safety during home visits, and distributed bed bug kits or each office to use.

We have reached out to our local Centers for Independent living and Mental Health and Disability Region to explore partnership opportunities. We worked with our local mental health region to apply for a benefits enrollments grant. Though the grant was not successful, we continue to look for opportunities for partnerships and funding.

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

- LIFELONG LINKS™ Management staff will work to plan SFY19 staff in-services schedule to include relevant trainings from our LIFELONG LINKS™ Advisory Council disability representatives.
- LIFELONG LINKS™ staff will investigate county or regional interagency meetings for appropriate staff to attend, the regularly scheduled meetings will be placed on the marketing list. LIFELONG LINKS™ management staff will keep an excel data base of topics and presenters to be used for staff trainings.
- A master listing of all community meeting will be kept on an excel data base to track the meeting and staff attendance.

In SFY2019 we would like to reinvigorate our LIFELONG LINKS™ Advisory Council to better work with our essential community partners including: Mental Health and Disability Region, Centers for Independent Living, Veteran's services, and provider agencies.

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

#### **Prioritized Service Gaps**

The method that was used to identify and prioritize service gaps for the goal of enabling Older Iowans to remain in their own residence and community of their choice was a comprehensive needs assessment evaluation, in which staff members from all three of our office locations participated. Next, we garnered feedback from our three regional advisory council groups. Then finally a written summary was distributed to our board of directors for their feedback. After the internal process focus groups were held at each of our regional offices. The data from the focus groups was added to the internal needs assessment materials and the information was shared with program staff and the plan was developed. In March of 2018 program staff from our Family Caregiver Program, and Consumer Services met with management staff to review the program goals, to determine the status and progress on each goal.

#### **SERVICE GAP #1: CAREGIVERS LACK CONVENIENT AND MEANINGFUL SUPPORT IN THE FORM OF SERVICES AND RESOURCES.**

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

- Staff will enter all Training and Education units into our SAMS data base, so we can easily track where we have been, the number of outreach activities we have participated in and where we need to go to further market our program and build working relationships with community partners.

- Family Caregiver Specialist will track new consumer referrals in SAMS

***Strategies to Address Service Gap***

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
We need to move from “reactionary” programing for family caregivers to “proactive” family caregiver programing.	No	In progress
We will identify an employer in our PSA who will partner with us for a working caregiver program. This could include having options counselors on site during work hours for the convenience of employees.	No	In Progress
We will dedicate a full-time employee to the reinvestment of our caregiver program. This will be in addition to the part time Options Counselors in each region. We need to emphasize program development.	No	In Progress
We will develop online caregiver education, support and resource tools.	No	In Progress

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

To move from “reactionary” programing for family caregivers to “proactive” family caregiver programing, Connections AAA dedicated a full-time staff member to the Family Caregiver position. With the reinvestment in the program, we will put an emphasize on program development. The Family Caregiver Specialist has been busy researching ways to build the program. She has investigated industries and associations to market to, as well as strong local employers. By researching local Chamber of Commerce’s major employers in our PSA have been identified as potential partners such as local school systems, casinos and community colleges.

Connections AAA family caregiver specialist is currently developing marketing materials targeted at working family caregivers and their place of employment. We have studied and are determining the best practices and best online learning materials to offer to our family caregivers. A trend noted in our PSA is that caregivers that call in for information tend to be female age 35-60, and a daughter to the person she is caring for. Research tells us that we need to look new places to reach and meet our people where they are. The first opportunity we will embark upon is the Women’s Night Out in Sioux City. The seventeenth annual Women’s Night Out will be held on Thursday, April 5th at the Sioux City Convention Center. WNO is the largest annual event for women in the Siouxland region and has played to sold-out crowds since its inception. Connections is stoked to part of the event. Some other nontraditional upcoming marketing opportunities are:

- Kids Fest 5/7 in Holstein
- 1<sup>st</sup> five coalition meeting monthly in Osceola.
- Family Ties meeting Creston

We will continue to research and look for new ways to reach family caregivers in our PSA. We will work towards finding resources and programs geared towards working caregivers such as, Medicare 101 for Caregivers what you need to know about your loved one’s benefits, and lunch and learns, and online learning tools.

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

To proactively address the needs of our family caregivers throughout the PSA in 2019 our Family Caregiver Specialist will work with the agency marketing/community engagement team to develop promotional materials for the program. In SFY 2019 Connections AAA will have Family Caregiver programming with will include online and in person training on a variety of caregiver needs, such as benefits training for family caregivers. A series of Lunch and Learns will be conducted either online or in person to provide busy working family caregivers the opportunity to learn on topics relevant to caregivers.

To assure that all our work with the Family Caregiver program is accounted for Connections AAA Family Caregiver specialist will work with our Lifelong Links teams to ensure that all services that are being provided to caregivers are properly documented within SAMS. This will be accomplished by conducting regular quality assurance checks on consumer files and data in SAMS.

**SERVICE GAP #2: We are not engaging younger eligible participants at congregate meal sites**

***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:

- Healthy Living staff will track nutrition consumers in SAMs data base
- Healthy living staff will enter and track evidence-based program participants in SAMS.

***Strategies to Address Service Gap***

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
We will add additional comprehensive Senior Center Focal Points that offer health, wellness, education, insurance and benefits counseling as well as information and access to other agency programs, all in one place.	No	Not started
Explore serving alternative dining options which	No	In progress

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
could include breakfasts and dinners at congregate meal sites.		
Increase our offerings of exercise and well-being in all forms including Tai Chi, Matter of Balance, and other evidence based programs.	No	In progress
Pursue diversified funding streams by increasing voluntary contributions for evidence-based programs, developing revenue generating programs such as Diabetes Self-Management, and funding other evidence-based programs through grants and/or sponsorship.	no	In progress

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

Connections AAA will be offering promotional evening meals, two in each region to cater to the changing tastes and life styles of Older Iowans. By the end of SFY2018 we will have had the evening meals in six different locations throughout our PSA. As well as offering the evening meals we are offering Evidence Based programs in the centers.

Tai Chi is currently offered at all our senior centers in our Northern and Central regions. Our Tai Chi classes have been very successful and are in high demand with a current waiting list for classes. We have expanded our evidence-based programming to include Diabetic Self-Management. Connections AAA sent two staff members to the Diabetic Self-management program and on their way to becoming master trainers.

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

SFY 2018 was one of great change for Connections AAA, with our agency restructuring and losing 40% of our central office staff we have not been able to address the strategy of adding comprehensive Senior Focal Points. We are open to trying new things once funding becomes more stable. In SFY2019 our diabetic self-management program will be up and running, we are currently exploring partnerships that will enable us to bill Medicare for the service. In SFY 2019 we will assess the success of the evening meals and plan accordingly to see if the introduction of the evening meals on a weekly basis will spark interest and expand attendance to the senior centers. Connections staff will work together to provide MIPPA outreach to meal site participants throughout our PSA.

**SERVICE GAP #3: Rural remote and isolated communities offer few opportunities for nutrition for older lowans.**

***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:

- Healthy living staff will track the number of home delivered frozen meals consumers with the SAMS data base
- Healthy living staff will track the number of participants that partake in our special diet frozen meals with the SAMS data base, or on an excel data base.

**Strategies to Address Service Gap**

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
We will expand our frozen meal program in these food deserts. Counties targeted include Decatur, Clarke, Ringgold, Union, Adair, Adams, Taylor, Fremont.	Revised	In progress
A new refrigerated truck will allow us to expand frozen meals in rural areas of our Northern region including all five counties: Cherokee, Ida, Plymouth Monona and Woodbury.	Revised	In progress
We will begin marketing the availability of special diet frozen meals to Physicians, healthcare professionals, and caregivers. The addition of renal, diabetic and gluten free frozen options can expand our service.	No	In progress

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

Connections AAA expanded our frozen meal program in our eastern and northern regions. Fremont county has been added into our targeted strategy due to the closure of the Sidney meal site. With a grant for a refrigerated truck in the Northern region we have been able to offer frozen meals to the rural area of Woodbury, Plymouth and Monona Counties. The interest in Woodbury County was not as high as we had estimated, so this has allowed us to expand our focus to include Cherokee and Ida Counties.

In our eastern region the frozen meal services were expanded to the targeted counties of Adams, Adair, Clarke, Decatur, Ringgold Taylor and Union Counties. In addition, we have expanded the availability of special diet frozen meals to include options for renal, diabetic and gluten free frozen meal options available throughout our service area. The expanded services were marketed to regional physicians, health care providers and caregivers.

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

In SFY 2019 Connections AAA will continue to market and promote our expanded meal options throughout the service area. We will revisit our expansion plan for the Area Plan and make sure that our progress is on target. We are wary to promote the frozen meals, due to the budget climate. Unless funding changes we cannot do much more than are doing right now.

**SERVICE GAP #4: We have limited service providers in rural counties, particularly with chore service.**

***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:

- Consumers that we can assist with chore services will be entered and tracked in the SAMS data base.

***Strategies to Address Service Gap***

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
We will partner with existing Community Days or participate in the development of a “Community Day of Service” event where businesses deploy employees to help a local senior with yard clean up in the spring.	no	In progress
We will explore the potential of developing a Volunteer snow removal program in Sioux City and Council Bluffs.	no	Not Started

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

Connections AAA currently has contracts with two providers to complete chore services in Harrison and Pottawattamie counties and in our eastern region. We have been in talks with companies to expand chore services but are having a hard time finding providers that can provide the services in a cost-efficient manner. It is difficult to find a balance as providers need a certain number of referrals in a new area before they will expand services and without sufficient funding we cannot expand chore services throughout the PSA.

Connections works with several volunteer initiatives to provide chore services.

- Connections has been involved with Paint a thon in the Council Bluffs area for many years. This community-based volunteer program paints homes of qualified low-income elderly and low-income permanently disabled homeowners, in the Omaha Metropolitan Area, so that they may maintain their property, increase energy efficiency and beautify the community. We work on the selection committee to review applications for the service.

- Connections AAA partners with First Christian Church in Council Bluffs during their days of service, to provide yard work and maintenance assistance to eligible consumers in Council Bluffs.

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

We would love to expand the chore services in SFY2019 but do not have the funds to do so at this time. It is difficult to find a balance as providers need a certain number of referrals in a new area before they will expand services and without sufficient funding we cannot expand chore services throughout the PSA. Service navigation staff will be mindful of available community resources as an alternative for providing chore services.

Connections AAA staff will research available faith based and volunteer services to provide chore services throughout our service area, as well as continue talks with companies that provide chore services to expand our contracts to cover more of our service area. Our marketing/community engagement team will work to find local volunteer groups to pilot a volunteer snow removal program.

**SERVICE GAP #5: Consumers who are in transition are at risk to lose their ability to live independently**

***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:

- We will track the number of new referrals from nursing home discharge planners through the SAMS database.
- We will track the number of new referrals from hospital discharge planners through the SAMs database.
- Staff attendance to community provider meetings is tracked through our agency’s public training and education forms.

***Strategies to Address Service Gap***

<b>Current Strategies</b>	<b>Revised or New Strategy?</b>	<b>Status</b>
We will market and educate discharge planners at the hospitals in our service area so that they can communicate with CAAA sooner about a discharge or a nursing home placement	No	in progress
We will market and educate residential living facility social workers to be proactive and engage CAAA earlier when transition is eminent	No	In progress

Current Strategies	Revised or New Strategy?	Status
We will participate in county community provider meetings when in place and help to develop in counties where they are not currently being held.	No	In progress

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

Connections AAA has a very strong working relationship with the Caring for our Community In Southwest Iowa program at Jennie Edmundson Hospital. We have a full time Care Transitions Coach funded through the program to offer intensive health coaching to consumers leaving the hospital that are a high risk to readmit. Through our I &A and OC programs we are working to educate discharge planners at hospitals, long term care facility, and residential living to communicate with CAAA sooner about a discharge or nursing home placement. We were in talks with Amerigroup to pilot the care transitions program, but the due to the volatile climate with the Managed Care Organizations, the talks were stalled.

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

In SFY 2019 Connections staff will participate in local SAFE committee through Jennie Edmundson Memorial Hospital. We will reach out to meeting participants and forge working relationships with social workers and discharge planners so that they keep us in mind and call on us in a timely fashion before discharge.

Connections staff will research and explore expanding partnerships with assisted living facilities to provide benefit counseling to residents at the facility. We will reach out to managed care organizations to present data on the good works that our Care-Transitions program has done.

## 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 3/18/2018:	SFY 2019 Target
Percentage of EAPA Consultation consumers whose needs are met through provider referrals.	60%	78.26	75%

**Progress to date:**

According to the HAR report as of 3/18/2018 78.26% of EAPA Consultation consumers reports that they can use information and referrals for self-advocacy in resolving abuse, neglect or an exploitation situation. Through quality assurance measures such as file and data review by program coordinator we will work to maintain high level of successful consumer outcomes.

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

Performance Outcome Measure	SFY 2018 Target	Result as of 3/18/2018:	SFY 2019 Target
Percentage of EAPA Assessment & Intervention consumer cases closed with EAPA services no longer needed.	75%	62%	75%

**Progress to date:**

Currently 62% of Connections AAA Elder Abuse Prevention and Awareness Consumers report that their abuse situation has been resolved. It was found that paperwork was not correctly being filled out by Option Counseling staff, staff has been trained on the proper way to complete program paperwork, and data entry. EAPA specialist will audit charts regularly to be sure information is being correctly entered into Harmony.

Goal: 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.

**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 3/18/2018:</b>	<b>SFY 2019 Target</b>
Percentage of LifeLong Links callers indicating they received the information they were seeking.	80%	99.2%	85%

**Progress to date:**

According to the 3/18/2018 HAR report 99.2% of callers using Connections AAA Lifelong Links information and referral services are reporting that they received information proper to their needs. Our LLL staff will continue to give excellent customer service to our callers, and correctly enter the data in the SAMS data base.

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 3/18/2018:</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.	80%	97.4%	80%

**Progress to date:**

According to the 3/18/2018 HAR report 97.4% of Connections Option Counseling consumers report that they directed the interactive process to obtain guidance in their deliberations on making informed. Our LLL staff will continue to provide excellent customer service to all our consumers, and correctly enter the data in the SAMS data base.

**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 3/18/2018:	SFY 2019 Target
Of all congregate meal consumers identified as high nutrition risk, percentage receiving nutrition education.	49%	59%	65%

**Progress to date:**

Currently 59% of our meal site participants that are at risk for poor nutrition and health status receive information, so they have better health enhancing options. In SFY2019 Connections will strive to provide information to 65% of our consumers that who are at risk for poor nutrition and health status.

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 3/18/2018:	SFY 2019 Target
Change in consumers receiving nutrition counseling from previous FY (percentage and number).	100%/28	1%/1	100%/28

**Progress to date:**

Currently one consumer has received one on one nutrition counseling in our PSA. In SFY 2019 we will continue to promote the service of nutrition counseling and screen our congregate meal site participants and home delivered meal recipients for high nutritional risk. In addition, we will continue to look at the nutritional risk scores for case managed clients and option counseling consumers and offer the consumers with a high nutritional risk score the opportunity to meet with the registered dietitian.

**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 3/18/2018:	SFY 2019 Target
Percentage of Case Management cases closed because case management service was no longer needed.	75	100%	75

**Progress to date:**

According to our 3/18/2018 HAR report 100% of case management consumer cases were closed due to case management service no longer being needed.

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 3/18/2018:	SFY 2019 Target
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	4.5	5

**Progress to date:**

Numbers are skewed due to not having previous data for consumers due to change in data base being used. The measure was also changed to only measure how long before going into a nursing home and doesn't account for consumers transitioning to Medicaid case management by another agency or death.

**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 3/18/2018:</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.	41%	79.47%	80%

**Progress to date:**

79.47% of our congregate meal consumers that reported they may be socially isolated come in to eat meals at the congregate meal site 4 times a month.

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

<b>Performance Outcome Measure</b>	<b>SFY 2018 Target</b>	<b>Result as of 3/18/2018:</b>	<b>SFY 2019 Target</b>
Of home delivered meal consumers served who may be socially isolated, percentage receiving at least 8 meals in a month.	65%	74.32%	85%

**Progress to date:**

74.32% of home delivered meal consumers receiving at least 8 meals a month reported that they may be socially isolated on the nutrition risk assessment.

**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.

<b>Performance Outcome Measure</b>	<b>SFY 2018 Target</b>	<b>Result as of 3/18/2018:</b>	<b>SFY 2019 Target</b>
Percentage of caregiver consumers indicating caregiver counseling and/or respite care service allowed them to maintain their caregiver role.	87%	67%	75%

**Progress to date:**

According to our 3/18/2018 HAR report 67% of our caregiver consumers reported that they received the supports and services they need to continue to provide informal care to their care recipient. In SFY 2019 Connections AAA will work to assure that all data for the program is entered correctly into SAMS data base. We are not confident at this point if the data in the report is as pure as it should be. Our family caregiver specialist will conduct regular quality assurance checks on consumer files and data in SAMs .

# SFY 2019 Projected Older Americans Act Consumers and Service Units

Report Form 3A-1

Page 1 of 1

Iowa Department on Aging		Agency Admin	Consumers	Rosters	Aggregate Services	FSRs	Reports		
Help		ANN.WILSON@IOWAID							
IAFRS Menu		Form 3A-1			FY 2019				
		Connections Area Agency on Aging			Budget Report, Version 2				
		This report HAS been finalized							
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
D1A: Administration	General Aging								
	Caregiver								
1: Personal Care	General Aging	38	4	2			1		
2: Homemaker	General Aging	5,000	222	166	4	3	33		
3: Chore	General Aging	2,105	71	51	3	3	19		
4: Home Delivered Meals	General Aging	106,280	1,724	1,279	46	46	955		
5: Adult Daycare	General Aging								
6: Case Management	General Aging	3,005	188	89	5	2	11		
7: Congregate Meals	General Aging	83,994	1,746	1,514	27	3	851		
8: Nutrition Counseling	General Aging	60	20	20	4	3	20		
9: Assisted Transportation	General Aging	360	38	26	1	1	23		
10: Transportation	General Aging	53,733	1,357	1,121	5	2	723		
11: Legal Assistance	General Aging	613	322	117	7	2	52		
12: Nutrition Education	General Aging	11,263	1,099	711	14	2	252		
13: Information & Assistance	General Aging	3,600	3,324	2,340	101	10	1,310		
14: Outreach	General Aging								
B02: Health Promotion & Disease Prevention	General Aging	10,947	1,267	1,037	8	8	1,037		
B07: Evidence Based Health Activities	General Aging	250	250	132	14	4	30		
C07: EAPA Consultation	General Aging	225	111	22	2	2	15		
C08: EAPA Assessment & Intervention	General Aging	700	194	38	3	1	27		
C09: EAPA Training & Education	General Aging	950	30,252	9,076					
C10: Self Directed Care	General Aging								
C12: EAPA Non-Consumer Consultation	General Aging	11	9	2			1		
D01: Training & Education	General Aging	706	105,900	35,300	1,059	309	881		
E05: Options Counseling	General Aging	2,324	857	410	7	4	210		
F02: Material Aide	General Aging	925	189	77	6	5	48		
CG1: CG Access Assistance	Caregiver	1,000	930	447	5	3	228		
CG2: CG Self-Directed Care	Caregiver								
CG3: CG Counseling	Caregiver	75	19	9	9	9	9		
CG4: CG Information Services	Caregiver	355	14,200	12,070	236	94	385		
CG5: CG Respite	Caregiver	300	12	7	1	1	4		
CG6: CG Supplemental Services	Caregiver	170	29	17	2	2	12		
CG7: CG Home Delivered Meals	Caregiver	4,988	67	16	16	13	13		
CG8: CG Options Counseling	Caregiver	198	65	31	1	1	6		
GO1: GO Access Assistance	Caregiver								
GO2: GO Self-Directed Care	Caregiver								
GO3: GO Counseling	Caregiver	25	13	5	5	5	5		
GO4: GO Information Services	Caregiver								
GO5: GO Respite	Caregiver								
GO6: GO Supplemental Services	Caregiver	18	10	2	2	2	5		
GO7: GO Home Delivered Meals	Caregiver								
GO8: GO Options Counseling	Caregiver								

## Service Coverage & Wait List Information

### Service Coverage Changes

In SFY 2018 we had meal site closings in Fremont and Decatur County due to low participation numbers. The closings were voluntary and attributed primarily to attrition in the area of the closures. At the Sidney meal site in Fremont County the participation was very low, and the senior site manager was ready to retire. Leon in Decatur County closed as they were not interested in catered meals. In Lamoni, the senior center manager became ill and unable to work any longer, and a replacement could not be found. Frozen meals are available to interested consumers in the three communities.

With the hiring of registered dietitian, we have been able to offer nutrition counseling throughout our PSA. High nutrition risk is looked at through intake forms for home bound meal participants, option counseling, and case management consumers. Nutrition counseling is offered to consumers with a high nutritional risk score.

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

<b>Mandatory Services</b>	A d a i r	A d a m s	C a s s	Ch e r o k e	Cl a r k e	D e c a u r	Fr e m o n t	Ha r r i s o n	I d a	M i l l s	M o n o n a	Mon tgo mer y	P a g e	Ply mo uth	Potta watt amie	Ri ng gol d	S h e l b y	T a yl or	U n i o n	Wo od bur y
Case Management	X	X	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 & Disease Prevention	X	X	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	X	X
Information & Assistance	X	X	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	X	X
Nutrition Counseling	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Nutrition	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

<b>Mandatory Services</b>	A d a i r	A d a m s	C a s s	Ch e r o k e e	Cl a r k e	D e c a u r	Fr e m o n t	Ha r r i s o n	I d a	M i l l s	M o n o n a	Mon t g o m e r y	P a g e	P l y m o u t h	P o t t a w a t t a m i e	R i n g g o l d	S h e l b y	T a y l o r	U n i o n	W o o d b u r y
Education																				
Options Counseling	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

<b>Other Services</b>	A d a i r	A d a m s	C a s s	Ch e r o k e e	Cl a r k e	D e c a u r	Fr e m o n t	Ha r r i s o n	I d a	M i l l s	M o n o n a	M o n t g o m e r y	P a g e	P l y m o u t h	P o t t a w a t t a m i e	R i n g g o l d	S h e l b y	T a y l o r	U n i o n	W o o d b u r y
Adult Day Care/Adult Day Health																				
Chore	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	X	X
EAPA Assessment & Intervention	X	X	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	X	X
Evidence-Based Health Activities	X	X	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	X	X
Homemaker	X	X	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	X	x
Outreach																				
Personal Care				X					X		X			X						X
Self-Directed Care																				
Training & Education	X	X	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	X	x
Transportation	X	X	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>	Adair	Adams	Cass	Cherokee	Clarke	Decatur	Freemont	Harri-son	Ida	Mills	Monona	Montgomery	PAGE	Plymouth	Potawatamie	Ringgold	Shelby	Taylor	Union	Woodbury
Access Assistance	X	X	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	X	X
Home Delivered Meal	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Information Services	X	X	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	X	X
Respite Care	X	X	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	X	X

<b>Grandparent/Other Elderly Caregivers</b>	Adair	Adams	Cass	Cherokee	Clarke	Decatur	Freemont	Harri-son	Ida	Mills	Monona	Montgomery	PAGE	Plymouth	Potawatamie	Ringgold	Shelby	Taylor	Union	Woodbury
Access Assistance																				
Counseling	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Home Delivered Meal																				
Information Services																				
Options Counseling																				
Respite Care																				
Self-Directed Care																				
Supplemental services	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

### Area Plan Service Waiting List

Service with Waiting List	Typical Number of Individuals on Waiting List	Average Waiting List Time	Waiting List Prioritization Criteria
Hot Homebound Meals Council Bluffs	9	One month	First come first
Hot Homebound Meals Sioux City	18	One month	First come first
Frozen Meals CB region	10	One month	First come first
Tai Chi Classes	4	Three months	First come first
Homemaker services	4	6 weeks	

Connections AAA currently has waitlists for our hot homebound meals in Council Bluffs and Sioux City, our frozen meal program in our central region, and our Tai Chi program throughout the PSA. Our average waitlist time for our meal programs is 30 days, if a high-risk consumer comes through our EAPA or Family Caregiver program they are provided a meal with the program funding and not put on the wait list. Currently we have four sites that are on the wait list for Tai Chi Classes, and the classes are based on first come first serve basis.

### 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.

**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: Connections Area Agency on Aging

Updated On: 3/15/2018

### Chair

Name	Address	City & Zip	County	Phone & Email	Term Expires
Tom Hoogestraat	1407 Sharp St	Glenwood, 51534	Mills	712-527-4688 <a href="mailto:tomhoog@q.com">tomhoog@q.com</a>	June 2019

### Vice Chair

Name	Address	City & Zip	County	Phone & Email	Term Expires
Bonnie Gooden	806 Central	Bedford, 50833	Taylor	712-523-2202 <a href="mailto:bgodden@mchsi.com">bgodden@mchsi.com</a>	June 2019

### Secretary/Secretary-Treasurer

Name	Address	City & Zip	County	Phone & Email	Term Expires
Kari Livermore	1031 Fayette	Kingsley, 51028	Plymouth	712-253-6232 <a href="mailto:Kari.livermore@unitypoint.org">Kari.livermore@unitypoint.org</a>	June 2019

### Treasurer, (if separate officer)

Name	Address	City & Zip	County	Phone & Email	Term Expires
George Gillespie	420 Fawn Circle	Council Bluffs 51503	Pottawattamie	712-256-3945 <a href="mailto:Gillespie51503@cox.net">Gillespie51503@cox.net</a>	June 2018

### Other Members

Name	Address	City & Zip	County	Phone & Email	Term Expires
Cathay Pringnitz	PO Box 174	Anita, 50020	Cass	712-249-0267 <a href="mailto:cpringnitz@yahoo.com">cpringnitz@yahoo.com</a>	June 2020
Barb Redmond	3700 Jackson St	Sioux City, 51104	Woodbury	712-258-8303 <a href="mailto:Barb.redmond@briarcliff.edu">Barb.redmond@briarcliff.edu</a>	June 2020
Mark Monson	300 3 <sup>rd</sup> St	Sergeant Bluff, 51554	Woodbury	712-204-1015 <a href="mailto:mark@mudflap.com">mark@mudflap.com</a>	June 2020

## 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: Connections Area Agency on Aging**  
**Updated on: 3/15/2018**

**Chair**

Name	Address	City & Zip	County	Phone & Email	Term Expires	OAA Composition Criteria (1 to 7)
Robert Neumann	2549 Third Ave	Council Bluffs, 51501	Pottawattamie	712-323-7076 n/a	June 2019	1,2,5,7

**Vice Chair**

Name	Address	City & Zip	County	Phone & Email	Term Expires	OAA Composition Criteria (1 to 7)
Joan Bruhn	3458 Glen Oaks Blvd	Sioux City, 51101	Woodbury	712-277-3534 <a href="mailto:joan@drcsiouxland.org">joan@drcsiouxland.org</a>	June 2018	1,2,4,5,7

**Secretary/Secretary Treasurer**

Name	Address	City & Zip	County	Phone & Email	Term Expires	OAA Composition Criteria (1 to 7)
Arlene Schwartz	308 W Iowa	Greenfield, 50846	Adair	641-743-2251	June 2018	1,2,5,7

**Treasurer (if separate officer)**

Name	Address	City & Zip	County	Phone & Email	Term Expires	OAA Composition Criteria (1 to 7)

**Other Members:**

Name	Address	City & Zip	County	Phone & Email	Term Expires	OAA Composition Criteria (1 to 7)
Heidi Carter	1114 N 17 <sup>th</sup> St	Clarinda, 51632	Page	712-542-4072 <a href="mailto:carterandcurricula@gmail.com">carterandcurricula@gmail.com</a>	June 2019	1,2,4,5,7
Dale Juergens	PO Box 68	Clearfield, 50840	Taylor	712-336-2336 n/a	June 2019	1,2,5,7,

Sheri Bowen	101 Central Ste B11	Glenwood, 51534	Mills	712-527-9699 <a href="mailto:sherib@mcph.us">sherib@mcph.us</a>	June 2020	1,2,3,4,5,7
Julie Handbury	806 Third St	Neola, 51559	Pottawattamie	712-485-2062 n/a		1,2,5,7
Nancy Coziahr	2937 4 <sup>th</sup> Ave	Council Bluffs, 51501	Pottawattamie	712-323-4008 <a href="mailto:ncoziahr@gmail.com">ncoziahr@gmail.com</a>	June 2018	1,2,5,7
Robert Johnson	256 Clover St	Osceola, 50213	Clarke	641-445-5889	June 2020	1,2,5,7
Shelli Dannenberg	505 W 2 <sup>nd</sup>	Holstein, 51025	Ida	712-368-4304 <a href="mailto:sdammemb@good-sam.com">sdammemb@good-sam.com</a>	June 2019	1,2,3,5,7
Dale Cline	1824 230 <sup>th</sup> St	Creston, 50801	Union	641-278-6858 <a href="mailto:clinedale13@gmail.com">clinedale13@gmail.com</a>	June 2019	1,2,5,6,7
Sharon Ehlers	114 S Lena	Holstein, 51025	Ida	712-368-4848		2,5,7
Carol Plowman	707 4 <sup>th</sup> St	Adair, 50002	Adair	641-742-3717	June 2018	1,2,5,7
Betty Miller	509 N Maple #201	Creston, 50801	Union	641-344-6529 <a href="mailto:bmiller038@gmail.com">bmiller038@gmail.com</a>	June 2018	1,2,5,7
Ardale Staver	600 N Cherry	Aurelia, 51005	Cherokee	712-434-5675 <a href="mailto:arstaver@evertek.net">arstaver@evertek.net</a>	June 2019	1,2,5,7
Joyce Smith	205 Dunning Ave	Mount Ayr 50854	Ringgold	641-464-3442 <a href="mailto:moyosmith@iowatelecom.net">moyosmith@iowatelecom.net</a>	June 2018	1,5,7

## LifeLong Links Advisory Council

LifeLong Links Advisory Council for: Connections Area Agency on Aging.

Updated On: 3/15/2018

<b>Name</b>	<b>Organization</b>	<b>Address</b>	<b>City &amp; Zip</b>	<b>County</b>	<b>Phone &amp; Email</b>
Tom Hawks	Union County Veterans Administration	300 N Pine	Creston, 50801	Union	641-782-1723 unioncova@windstream.net
Cathy Seddon	SIRHA	219 N Pine	Creston, 50801	Union	641-782-8585 cseddon@sirha-ia
Frank Greise	League of Human Dignity	1520 Ave M	Council Bluffs, 51501	Pottawattamie	712-323-6863 fgreise@leagueofhumandignity.com
Don Dew		520 Nebraska St, Ste 101	Sioux City, 51101	Woodbury	712-255-1065 director@drcsiouxland.org
Danelle Bruce		515 5 <sup>th</sup> Ave	Council Bluffs, 51503	Pottawattamie	712-328-5797 dbruce@montgomerycoia.us
Darlene McMartin	Pottawattamie County Veterans Administration	223 S 6 <sup>th</sup>	Council Bluffs, 51501	Pottawattamie	712-328-5797 Darlene.mcmartin@pottcounty.com
Ron Ludwig	Matura	207B Elm	Creston, 50801	Union	641-782-8431 rludwig@maturact.org

**ATTACHMENTS**

**Authorized Signatures**

Area Agency on Aging Name	Primary Street Address	City & Zip	Type of Agency	Date of AAA Designation
Connections AAA	300 West Broadway Ste 240	Council Bluffs, 51503	Private Non Profit AAA	7/01/2013

**Authorized Signatures for Funding Applications and Contracts**

Print Name: Kelly Butts-Elston

Kelly Butts - Elston  
Signature of Executive Director

March 28, 2018  
Date Signed

Print Name: Bonnie Godden, Vice Chair

Bonnie Godden vice chair  
Signature of Vice- Chair, Governing Body

March 29, 2018  
Date Signed

**Authorized Signatures for Fiscal Reports**

Print Name: Kelly Butts-Elston

Kelly Butts - Elston  
Signature of Executive Director

March 28, 2018  
Date Signed

Print Name: Bonnie Godden

Bonnie Godden - vice chair  
Signature of Vice-Chair, Governing Body

March 29, 2018  
Date Signed

Print Name: Ann Wilson

Ann Wilson  
Signature of Ann Wilson

March 30, 2018  
Date Signed

**Authorized Signatures for Program Reports**

Print Name: Kelly Butts Elston

Kelly Butts - Elston  
Signature of Executive Director

March 28, 2018  
Date Signed

Print Name: Sherrie McDonald, RN

Sherrie McDonald RN  
Signature of Director of Consumer Services

March 28, 2018  
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.

Consumers of Connections AAA for services are provided with a copy of our Consumer Rights and Responsibilities document, which includes directions for filing a grievance with the agency. This includes any service provision through any of the following service areas: case management, purchase of service, family caregiver services, EAPA services, Options Counseling or I,R & A.

## **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 **3/30/2018**.

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 **3/30/2018**.

### ***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 **3/30/2018**.

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.

## 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.

## Emergency Plan Summary

Connections AAA has an Emergency Disaster Plan within our Employee Policies to ensure the safety of staff. The agency also employs the following emergency procedures that are followed to ensure the safety and well-being of our elderly consumers:

- Prior to inclement weather season, shelf-stable and frozen meals are offered to elderly consumers to have on hand in the case of blizzards and unpassable roads.
- Consumers who reside in a disaster or emergency zone receive telephone wellness calls. If they do not answer, their caregivers or family members are contacted.
- In cases of extreme heat or extreme freezing cold, consumers are contacted as a reminder of the extreme conditions and to ensure that they have heat and a cooling element. If they are in need of a fan, Connections AAA staff will work with community providers and relief organizations such as the Salvation Army or the Red Cross to help them obtain one.
- In emergency cases where relocation is necessary such as flooding or tornado, Connections AAA staff will help elderly consumers find alternative housing, assist with moving coordination, and acquire clothes, furniture and housewares.
- In the case of a flood or tornado disaster, Connections will partner with disaster relief agencies to help with the application process for older Iowans in our PSA, as needed.
- Connections is a member of Community Organizations Active in Disasters (COAD). This is a partnership in Pottawattamie County of 15 agencies who coordinate for disaster preparedness and response. The collaboration helps agencies avoid duplication of service in times of crisis, and allows all community organizations to be aware of where to turn for emergency resources. We serve on the long-term recovery committee for this entity.
- Connections is also a COAD member in the counties of Cherokee, Ida, Monona, Plymouth and Woodbury counties in Iowa.
- In the current SFY'2018, Connections became a member of the Union County Emergency Commission a coalition to address disaster management in our Eastern region.

## 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.