



IOWA DEPARTMENT ON AGING
510 E 12TH ST., STE. 21 | DES MOINES, IA 50309 | IOWAAGING.GOV

Signed Verification of Agency Intent and Compliance

Agency Name: **Connections Area Agency on Aging**

(AAA) accepts full authority and responsibility to develop and administer the SFY 2020 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 Health and 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 2020 Update to the SFY 2018 - SFY 2021 Area Plan on Aging, and hereby submits the SFY 2020 Area Plan Update to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

Robert Neumann

NAME OF ADVISORY COUNCIL SIGNER

Robert Neumann

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Neumann

Date: 2019.04.03 09:52:57 -05'00'

ADVISORY COUNCIL SIGNATURE

The **Governing Body** has reviewed and approved the SFY 2020 Update to the SFY 2018 - SFY 2021 Area Plan on Aging, and hereby submits the SFY 2020 Area Plan Update to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

Tom Hoogestraat

NAME OF GOVERNING BODY SIGNER

Tom Hoogestraat

Digitally signed by Tom

Hoogestraat

Date: 2019.04.03 09:54:10 -05'00'

GOVERNING BODY SIGNATURE

The **Executive Director** has reviewed and approved the SFY 2020 Update to the SFY 2018 - SFY 2021 Area Plan on Aging, and hereby submits the SFY 2020 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: 2019.04.03 09:55:30 -05'00'

EXECUTIVE DIRECTOR SIGNATURE

Connections Area Agency on Aging PSA 6

SFY 2020 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

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Connections Area Agency on Aging Update

SFY'2019 was a year of continued transition, challenge and opportunity for Connections AAA. Many of our programs experienced growth; some continued to face barriers; and we took decisive action to overcome our lack of public awareness about our public identity and purpose.

Our experience with care transition service made Connections the ideal partner for the Department on Aging to pilot the Iowa Return to Community Program (IRTC). IRTC was piloted in Cass, Mills, Pottawattamie and Woodbury counties. The program assists non-Medicaid individuals age 60 and older to transition home successfully after a hospitalization or rehab stint. Connections IRTC staff provide coaching; supportive community services such as meals, transportation, home care, and assistive devices; and other various services such as medication reconciliation, benefits counseling, and options counseling as needed. The pilot suffered a slow start, as Transition Coach is a difficult position to staff, but even with delayed staffing, after six months we had nearly 350 referrals to the program, and by February's end, we had close to 450. We experienced challenges tracking IRTC as well, trying to enter data in three different systems was neither cost nor time efficient, so with permission from IDA, CAAA used some of the pilot funding to purchase an add on module for the WellSky system that the agency currently uses to track Older Americans Act programs and units. The system is currently installed and program staff are entering pertinent data so our data collection and reporting processes should be streamlined, consistent and time-saving as we move the pilot to year two. As we continue to demonstrate the effectiveness of IRTC, the other five AAAs can learn from our trials and errors to build their own IRTC programs, and all can utilize the database.

Connections also experienced much needed growth in caregiver programming. We hired a new Caregiver Specialist and we've seen progress in service provision for caregivers and older relative caregivers. We targeted middle-aged women as our focus for development of caregiver programming and ran ad campaigns on television and in publications geared toward women. We partnered to host an Older Relative Caregiver Support group and started an online Facebook family caregiver support group. In six months, we have seen an increase in the number registered caregivers. We participated in a wonderful event in Sioux City geared toward women, and we are in discussion to replicate a similar type event in Council Bluffs within 18 months.

We continue to face challenges in our Congregate Meal Program and in Older American's Act Case Management services. We tried offering varying meal time options, but participants were reluctant to embrace change. We continue to straddle two different generations of eligible participants for congregate meal service – those that like the service as it is (meat and potatoes large lunch) and the newly eligible who would prefer a healthier or lighter fare option such as a salad or wrap.

The service of Case Management has not been as robust since managed care entered Iowa, and Amerihealth discontinued contracting for the service. Previously we were able to identify those individuals who did not qualify for Elderly Waiver, and immediately offer Case Management

service through Older Americans Act and state funding. Not knowing those who need service has made our Case Management program stagnant, and it's why we revised one of our gaps and subsequent strategies to address this in FY'2020.

As we plan for FY'2020, we do so with energy and excitement. We have many areas of opportunity but what follows is where we plan to focus:

- **Evidence Based Programs:** With our new Caregiver specialist, we plan to offer three Powerful Tools for Caregivers series; Since we have master trainers for Diabetes Self – Management we intend to train three additional staff members to be able to offer the course in all corners of our service area; and we will offer to train other AAAs to be able to conduct Diabetes Self-Management in their own PSAs.
- **Congregate Meals:** We see opportunity with our partnership with the Council Bluffs YMCA. We will be trying some different lighter fare /grab and go lunches for the active participants that we share with this partnership. We will also be exploring some options for lunches surrounding healthy activity that meet less regularly than the five day congregate meal module.
- **Iowa Return to Community:** We look forward to expanding our Care Transition footprint. Due to the slow start, we've not had the opportunity to fully engage in Mills or Cass counties, focusing on the larger population bases to get started. With a fully trained transition staff and an implemented data system, we are eager to continue our progress, help the other AAAs in the state get started and demonstrate the value of transition service to our elected officials and the state of Iowa. We believe that Care Transitions can, should and will be a big part of our service line now and in the future.
- **Case Management / Older Americans Act Services:** We realize that if we want to build and increase our consumers and units of service, we are going to have to invest in going out and building our brand. We've seen some limited progress in less than six months by having a professional marketing presence in our eastern region, and we will build on this in FY'2020.
- **New Office Space in Council Bluffs:** The Council Bluffs office has been located in an old mall attached to a very confusing parking garage with no street value and challenging accessibility issues. That changes in FY'2020. The agency will be moving downtown, on a public transportation line, in a lovely historic building in the heart of a district that is undergoing a renaissance in the city.

There is so much to look forward to as we turn our focus to FY'2020. There is much work to be done, but many opportunities for Connections to help many aging lowans retain their independence and remain living in the community of their choice.

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

Connections Area Agency on Aging (CAAA) completed a needs assessment in FY2017 to identify and prioritize service gaps to address during the plan period. Methods used to identify service gaps included: staff focus groups, input from our regional advisory councils, feedback from our board of directors, as well as input from community focus groups. With this data CAAA program and management staff reassessed identified service gaps. For the FY2020 Update program staff and management staff again looked at and reassessed identified service gaps.

SERVICE GAP #1: EAPA referrals are often in crisis mode when they are received by Connections staff. We want to receive the referrals before they are in crisis.

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 training and education units related to dispersing Elder Rights information
- Number of EAPA assessment and intervention referrals
- Number of EAPA consumers

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
To aid in receiving EAPA referrals before consumers are in crisis Connections Elder Rights staff will increase their 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
Connections EAPA staff will conduct outreach activities to career fields in our service area that “touch” the lives of seniors including Mental Health providers, Substance Abuse providers, Domestic Violence coalitions and the faith-based community with the purpose of educating providers about the EAPA program and the resources that Connections has for senior at risk of abuse.	No	In progress
Increased education and awareness opportunities for eligible consumers will help seniors to be aware of the signs of abuse, and where to go for assistance when they or someone they know is at risk of being in an abusive situation.	New	Not started

Update on Strategy Activities to Date

- Connections EAPA specialist has been regularly attending local networking groups and has had an increase in emails and contacts from community members/partners to discuss potential at risk situations.
- EAPA specialist has reached out to local Department of Human Services offices and requested to attend Multidisciplinary Team meetings to be available for support and resource sharing for cases DHS staff have noted as challenging.
- Connections Community Engagement staff in our eastern region has begun reaching out in person to hospital discharge workers in the most rural parts of our service area. Because of the outreach to the hospital discharge workers our EAPA specialist has received 2 emails after the last visit to the hospital in Corning, IA. We have a great relationship with the hospitals in Council Bluffs and receive emails to explore appropriate direction for follow up when someone is leaving the hospital and may be at risk returning home. Outreach is completed via in-person, email follow up as well as phone if requested.
- In fiscal year 2019-56 training and education events occurred, serving 29,536 consumers in our PSA. Our training and education opportunities are a collective effort between drop in visits to local providers in our service area, Elder Abuse Awareness Day Events in 3 separate locations, and regular social media posts with specific information on different types of abuse.
 - During the month of June newspaper articles on recognizing and reporting abuse were published reaching 15,000 consumers.
 - Ad space in the newspapers addressed signs of elder abuse.
 - A presentation to residents at an Assisted Living Facility in Atlantic about how to recognize abuse/neglect from family members.
 - We exhibited at Fraud Fighters where we were able to interact with other providers as well as seniors in attendance.
 - Our EAPA specialist presented at many varied locations including apartment complexes, churches and disability groups
- Connections AAA hosted three awareness events to commemorate World Elder Abuse Awareness Day.
 - ◆ In Sioux City-Connections sponsored a lunch and learn at the interagency meeting, with the EAPA specialist presenting on general abuse awareness. The meeting was attended by 55 professionals.
 - ◆ In Creston Connections held a symposium about abuse in general with area agency speakers on Legal, Crisis Intervention and Medical affects attended by 30 people.
 - ◆ Council Bluffs-community networking with flyers on recognizing abuse and neglect as well as agency information

Strategy Activities Planned for SFY 2020

- To bridge partnerships Connections' EAPA Specialist will attend interagency networking groups throughout the service area. With the goal of educating about the programs and resources available through Connections Area Agency on Aging and building working relationships with community providers.
- World Elder Abuse Awareness days will be hosted regionally, with a focus on Financial Exploitation. We recognize that there is a need for more information and support for the community due to the number of calls and questions raised by professionals about financial exploitation. We have a rotating full-day symposium throughout our service area each year and lunch and learns in the other 2 office locations. Events are open to providers and community members who want to learn more about the topics discussed.
- Connections EAPA specialist will visit and present to meal sites throughout the PSA. EAPA specialist will talk with meal site managers prior to scheduling to gain an understanding of what they feel would be best to share with attendees. Most requested topics is elder abuse in general and financial scams.
- EAPA Specialist will participate in community events such as health fairs, speaking engagements, faith-based community meals and health and community-based networking groups. EAPA specialist will share general elder abuse information at fairs unless otherwise requested. For speaking engagements, the topic is discussed at the time of scheduling, most requested

SERVICE GAP #2: Consumers who live in rural communities in our service area face additional barriers to receiving services. Our experience shows us that rural consumers are less likely to report abuse, providers often do not collaborate well, and communities can be resistant to outside help, and rural residents are often unaware of all the services that Connections AAA can provide.

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 training and education units related to dispersing Elder Rights information
- Number of coalition meetings in each region.
- Number of EAPA consumer referrals from rural areas.
- Number of consumers assisted with benefits applications

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
To build partnerships throughout our service area Connections AAA will refocus on our Elder Rights Coalitions. Bringing law enforcement, county attorneys, physicians’ and clinics, mental health, public health, DHS and in-home providers together to better serve seniors in need in a comprehensive manner.	revised	In progress
EAPA specialist will work with Healthy Living department to identify educational needs for homebound meal recipients.	Revised	Not started
EAPA staff will increase presentations at agency congregate meal sites.	No	Not started
Connections Community Engagement Staff will increase efforts in MIPPA information marketing throughout our service area.	revised	In progress
We will track the number of benefit screening cards distributed by locations to determine the effectiveness of the tool	New	Not started

Update on Strategy Activities to Date

- Connections AAA invested in hiring a full-time community relations staff in our eastern region. The focus of this position is to build relationships in our most rural area to effectively provide needed services. The position was filled in 10/2018. We went from providing 61 units of training and education in 10/2017-2/2018 to providing 1059 units of training and education 10/2018-2/2019. We have been able to forge working relationships with local hospitals, nursing facilities, domestic violence agencies and care providers.
- Benefit screening cards were created and distributed during farmers market voucher distribution events throughout our service area and during county fairs in our eastern region. Once the cards were filled out and returned the Information Referral and Assistance Coordinator reviewed the cards and made referrals for services as needed.
- CAAA Service Navigators are currently screening all OC consumers for benefit eligibility.

Strategy Activities Planned for SFY 2020

- Educational materials will be sent to participants of our homebound meal programs, covering Elder Rights issues.
- CAAA staff will continue screening all OC consumers for eligibility of additional benefits they may be eligible for.
- EAPA specialist will speak on Elder Rights topics at meal sites throughout our service area.
- Benefit screening cards will be sent to all homebound meal recipients.
- Benefit screening cards will be distributed during farmers market voucher distribution events.

SERVICE GAP #3: Individuals who are unable to maintain safe housing are at risk of abuse, neglect and exploitation.

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 served in home repair programs
- Number of consumers assisted with other home repair applications
- Number of referrals from community members for housing repairs
- Number of counties covered by chore providers and/or resources

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
Develop and implement a priority system for consumers with a home modification or repair request.	New	Not started
Research and evaluate home repair assistance programs throughout our PSA so we can serve the elders in need in our service area.	New	In progress
Streamline a process to provide home repair services to eligible consumers throughout our service area.	New	Not Started
We will research and evaluate available programs and partners to provide some chore services through volunteer programs	New	Not Started
Research lawn care and snow removal providers in PSA and invite them to apply to become a contracted partner.	New	Not Started

Update on Strategy Activities to Date

- We were awarded two grants to help seniors with home repairs and or modifications. We were awarded \$20,000 in our Eastern Region covering all 7 counties and \$24,000 from a trust fund to serve Council Bluffs. We have increased our referrals for the program through interagency community meetings. We have had to re-evaluate our program for those who are served with under a waiver managed care program to not duplicate funding for a project. Due to the re-evaluation our assisted consumers numbers have decreased a little.
- We continue to work with our funders on an efficient way to streamline the application process for home repair programs. We are working on a pre-screening form to reduce ineligible applicants completing the application forms.
- CAAA staff continue to look for opportunities to engage with chore providers to explore options to partner. The barrier we have noticed is snow removal chore services are able to be scheduled.

- CAAA partners with First Christian Church in Council Bluffs during their day of service to provide yard work and home maintenance to eligible consumers. We also partner with the annual Paint-A-Thon in Pottawattamie County by serving on the selection committee.
- CAAA has a strong volunteer base and volunteer partnerships in our central region, with our Retired and Senior volunteer program. We currently have 160 registered serving in volunteer stations in Pottawattamie and Mills Counties.

Strategy Activities Planned for SFY 2020

- Connections staff will develop a priority system for consumers with home modification or repair request. Priority factors would include the age and health of the consumer and length of time consumer will remain in home. We will also explore other programs consumer maybe eligible for to aid in repairs. Our grants have the goal of 10 households in the year to be served.
- Research and evaluate home repair assistance programs through PSA. We will explore different funding streams and eligibility factors of those streams. We will explore established community-based housing programs such as Habitat for Humanity and established community specific revitalization programs. Our outcome we are hoping for is to better serve consumers who may have multiple repairs/modifications needed to remain independent and to provide resources for those who may not be eligible for our programs
- We are working with our current funders to have a streamlined process to provide home repair services to eligible consumers throughout the PSA. We are working on a pre-screening form to eliminate the need to complete an application for those who may not be eligible for our programs and to have a tool to offer a warm hand off to other community resources who may be able to assist the consumer.
- CAAA is researching available programs and providers who offer chore services including lawn care and snow removal throughout our PSA. Staff are presenting the need at interagency meetings and in community events to begin the conversations. Staff are following up on current providers to evaluate their current chore service program or programs they refer to for assistance. CAAA will explore different volunteer groups including school related to present the opportunity to serve our population.

Goal 2: 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.

Prioritized Service Gaps

Connections Area Agency on Aging (CAAA) completed a needs assessment in FY2017 to identify and prioritize service gaps to address during the plan period. Methods used to identify service gaps included: staff focus groups, input from our regional advisory councils, feedback from our board of directors, as well as input from community focus groups. With this data CAAA program and management staff reassessed identified service gaps. For the FY2020 Update program staff and management staff again looked at and reassessed identified service gaps.

SERVICE GAP #1: High nutrition risk seniors are not receiving services that address their risks.

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 served with nutrition counseling
- Number of consumers with high nutritional risk served with nutrition counseling.

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
We are working to contract with multiple dietitians throughout our service area to increase the number of consumers we can provide nutrition counseling to.	Revised	On going
We will prioritize consumers in our northern region based on nutrition risk scores for one-on-one nutritional counseling.	revised	On going
We will market the nutrition counseling to participants of our evidence-based programs	New	On going

Update on Strategy Activities to Date

- We are marketing nutrition counseling to seniors attending our evidence-based programs.
- We are assessing high nutrition risk through intake forms for home bound meal participants.
- Home bound meal participants with high nutritional risk are offered nutrition counseling.

- Due to the success of our Diabetes Self-Management workshops, participants have increased awareness and resulted in an increase in our nutrition counseling units in our northern region.
- We have begun conversations with another dietitian to provide Nutrition Counseling In the 15 Southern most counties of our service area.

Strategy Activities Planned for SFY 2020

- We will continue to look for licensed dietitians throughout our service area to provide nutrition counseling.
- We will continue to prioritize consumers in our northern region, based on nutrition risk scores for one on one nutrition counseling.
- We will market nutrition counseling to participants of our evidence-based programs.
- We will screen all homebound meal participants for nutritional risk and offer nutrition counseling to those at risk.
- We will be training a minimum of three additional coaches to conduct Diabetes Self-Management workshops in our service area. We currently have two master trainers, but they are in our northern region only, making it difficult to hold workshops in all parts of our service area. We’ve seen how the workshops inspire participants to invest more focus into their own nutrition, and with expanded workshops we expect to increase our nutrition counseling units.

SERVICE GAP #2: Individuals in our service area are often unsure of where to turn when they need trusted information on aging 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:

- Number of consumers contacting Connections AAA for Information and Assistance.
- Number of consumers contacting Connections AAA that are new to Connections AAA services.

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
We will tailor materials to market the benefits of Connections Consumer Services/Lifelong Links for physicians and clinics.	Revised	Not started
Connections Community Engagement team will continue to update the list of drop in locations and encourage staff traveling to	Revised	In progress

Current Strategies	Revised or New Strategy?	Status
stop into introduce themselves, leave materials and begin conversation and education about Connections AAA.		
Connections AAA will develop marketing materials tailored to family caregivers	Revised	In progress
We will approach community colleges throughout our PSA to develop a non-credit education series about aging and caregiving	Revised	started

Update on Strategy Activities to Date

- Community Engagement team will regularly review with program staff the marketing drop in listing to ensure that our focus is effective. New types of providers will be added as appropriate and could include financial planners, banks and insurance agents.
- Promotional material including a brochure and placard were produced to market the benefits of Lifelong Links to consumers and providers throughout our service area.
- Research has found that up to 75% of caregivers are female with an average age of 49.2years old. We at Connections AAA will target this demographic especially with information on our Family Caregiver Programs. We developed a postcard, and flyers for Family Caregiver Month in November. Paid advertising was placed in local papers including, the Daily Non Pareil, The Sioux City Journal, The Creston News Advertiser, Osceola Sentinel Tribune, Adair County Free Press and the Fontanelle Observer, to promote Family Caregiver month, and the new online Family Caregiver Support Groups.
- To ensure that Connections staff is marketing to our target market an excel data base of recommended drop in locations was developed and shared with staff. The list starts with local doctors’ offices, and medical clinics as well as local pharmacies, to speak to medical professionals about the services that Connections has to offer their older patients.
- In partnership with Western Iowa Technical College, CAAA offers a non-credit education series about aging and caregiving two times a year. Last spring, we had two offerings:
 - “I can Live Here” (Home modifications – Easter Seals) – 5 participants
 - “Who Decides – and who decides who decides” (Advance Planning, Iowa Legal Aid) – 12 participants.
 And in the fall, we offered:
 - Caregiving 101” which had six attendees.
 - “Hospice: a True Help” (cancelled – low number registered.) Trying again this spring.
- Connections Area Agency on Aging produced a television commercial with funds from the Penn National Gaming Settlement. The commercial was produced and will air in our Northern region, as that is where the settlement funds originated, and Connections will receive a copy to in the rest of our service area.

Strategy Activities Planned for SFY 2020

- Community engagement team will regularly review and update listing of drop in marketing locations, to ensure that our marketing is on track and that we are educating prospective partners on the services that Connections has to offer the community.
- CAAA community engagement team will work with agency directors and program staff to update agency and program brochures to have the most up to date information to share with consumers caregivers and partners.
- CAAA staff will research and evaluate new marketing and or education opportunities throughout the service area.
- Staff will seek out opportunities to educate providers, especially providers for Mental Health and Disability services on the programs and services that CAAA has to offer such as Elder Abuse Prevention and Awareness, legal assistance, home repair, transition services and Family Caregiver Services.

SERVICE GAP #3: People under 60 with disabilities area underserved throughout 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:

- Number of individuals under 60 with disabilities served
- Number of referrals

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
Connections AAA will implement a service model that better meets the needs of under-60 disabled individuals. The service model will entail staff training and educational opportunities that will elevate their awareness of resources available to the under 60 disabled population.	Revised	In progress
Staff will take advantage of the CAAA Lifelong Links Advisory Council’s expertise to advise on needed supports and services for the populations it represents.	Revised	Not started

Update on Strategy Activities to Date

- For staff members to be up to date and knowledgeable on local programs and services staff members regularly attend monthly provider meetings in Council Bluffs, Ida Grove, Harlan and Sioux City.

- Staff in our Eastern Region have begun attending interagency meetings in; Adair, Adams, Clarke, Decatur, Ringgold, Taylor and Union Counties, learning of the programs and services in the area, as well as representing Connections at the meetings.
- An Inservice list has been developed of topics that will be beneficial to direct service staff such as mental health, homelessness services, drug addiction and dementia care services. We will invite disability providers to conduct the in-services.
- In fiscal year 2019 the service navigators (option counselors/case managers) from Connections AAA attended C3 De-Escalation trainings to improve safety, decrease stress, lower injury and arrest rates while empowering clients to develop better coping skills.
- We exhibited at the Many faces of Siouxland Multi Cultural Fair, a fair that show cased the cultural diversity that Siouxland and the surround area has to offer.
- We exhibited at the Latino Festival in Council Bluffs.

Strategies Planned for SFY2020

- To stay up to date on local programs and services staff will regularly attend monthly interagency meetings throughout the PSA.
- CAAA will host regular employee in-services. We will invite partner agencies to present to our staff members with an emphasis on those providers who work with disability populations.
- Staff will reboot the CAAA LLL Advisory Council. It hasn't been active or engaged, and we recognize that we need an infusion of new input.

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

Prioritized Service Gaps

Connections Area Agency on Aging (CAAA) completed a needs assessment in FY2017 to identify and prioritize service gaps to address during the plan period. Methods used to identify service gaps included: staff focus groups, input from our regional advisory councils, feedback from our board of directors, as well as input from community focus groups. With this data CAAA program and management staff reassessed identified service gaps. For the FY2020 Update program staff and management staff again looked at and reassessed identified service gaps.

SERVICE GAP #1: Caregivers in rural areas and grandparents raising grandchildren lack convenient support.

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 registered caregivers

- Number of participants in online services

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
Family Caregiver Specialist will be trained in the Powerful tools program, to be able to offer the evidence-based program to caregivers throughout our service area.	new	Not started
Connections Family Caregiver Specialist will research possible program partners throughout the PSA to further expand the services that we offer to Family Caregivers and Older Relative Caregivers.	Revised	In progress
We will develop a comprehensive marketing plan to reach possible partners throughout PSA. The plan will include face to face marketing, email marketing, and social media posts to assure we are getting a consistent message out to partners and potential partners throughout our service area.	New	Not started
Connections Family Caregiver Specialist will research online caregiver education support and resource tools.	Revised	In progress
CAAA will emphasize program development for our Family Caregiver Programs	New	In progress

Update on Strategy Activities to Date

- Connections has invested in advertising in: The Daily Nonpareil, Sioux City Journal, The Creston Tribune and the Being Better in Siouxland magazine for National Family Caregiver Month.
- With our new caregiver specialist and a marketing push to promote the family caregiver programs we have gone from 87 registered caregivers in August, to 105 registered caregivers at the end of January and 117 as of 3/38/2019.
- Connections had a booth at the 2019 Women’s Night Out Event in Sioux City, focusing on our family caregiver programs.
- Grandparents raising Grandkids support group established in October 2018. The group meets 2 times a month and has a Facebook group to keep in contact between meetings. Currently there are 16 participants in the face to face support group and 13 members registered to the online support group.
- A Family Caregiver support group was established on Facebook in November 2018. The group is moderated by Connections AAA Family Caregiver Specialist, who posts information about caregiver services and caregiver related topics. We currently have 23 members that are registered caregivers for the online support group.
- We’ve filmed an ad geared to caregivers/ it will air from July thru September of FY 2020

Strategy Activities Planned for SFY 2020

- Research and establish caregiver support groups throughout the PSA, while maintaining our current online Family Caregiver support group and face to face Grandchildren Raising Grandchildren support group in Sioux City.
- Family Caregiver Specialist will take Powerful Tools for Caregiver training in order to implement the Powerful Tools for Caregiver Courses.
- CAAA staff will work with the Daily Nonpareil to develop a Women’s Night Out geared to targeted caregiver demographic to be held within the next 18 months

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:

- Number of new meals site participants under the age of 70
- Number of evidence-based classes offered in the fiscal year

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
CAAA healthy living staff will research communities and gage their receptiveness to Senior Center focal points that offer health wellness, education, insurance and benefits counseling as well as information and access to other agency programs.	revised	In progress
Explore serving alternative dining options which could include breakfasts and dinners at congregate meal sites.	No	In progress
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

- We have encouraged all congregate to meals sites to try different times for service like breakfast or an evening meal and all declined.
- We reached out to our congregate meal sites that are open less than five days per week to see if they would consider opening more days per week to provide more

opportunities for those who identified as socially isolated. Again, no center was willing to open more days due to a variety of reasons such as the manager's schedule, other regularly scheduled events in their communities, or the availability of the actual location.

- We have been training staff to lead our evidence-based programs and offering more evidence-based programming throughout our service area.
- Currently we offer Tai Chi one and two, Tai Ji Quan, Better Choices Better Health, Matter of Balance, SAIL - Stay Active and Independent for Life and Diabetes Self-Management.

Strategy Activities Planned for SFY 2020

- New partnership with the YMCA to increase programming and activities to center participants. The YMCA has taken over operations at the location of our Council Bluffs Senior Center. The YMCA has agreed to help promote our congregate meal program for those who are eligible upon membership enrollment. As our partner, the YMCA will also promote other health related agency programs such as Nutrition Education and Evidence Based programs.
- We will be developing a healthier type menu for participants who attend at our YMCA location including a salad bar option and lighter fare for active eligible members.
- CAAA healthy living staff will research communities and gauge their receptiveness to Senior Center focal points that offer health wellness, education, insurance and benefits counseling as well as information and access to other agency programs.
- Continue to explore serving alternative dining options which could include breakfasts and evening meals at congregate meal sites.
- Explore non-traditional congregate meal options such as infrequent meals surrounding a healthy activity where the meal might be lighter fare or salad.
- Pursue diversified funding for evidence-based programs, developing revenue generating programs such as Diabetes Self-Management, and funding other evidence-based programs through grants and/or sponsorship.
- Offer leader training for the Diabetes Self-Management Program, to other AAA's and interested parties.

SERVICE GAP #3: Rural individuals have limited access to nutritious meals.

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 receiving frozen meals throughout our PSA.
- Number of consumers receiving frozen meals in targeted areas.

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
We will expand our frozen meal program in these food deserts: Decatur, Clarke, Ringgold, Union, Adair, Adams, Taylor and Fremont County.	No	In progress
We will expand frozen meal delivery in rural areas of our Northern region including all five counties: Cherokee, Ida, Plymouth Monona and Woodbury.	revised	In progress
We will market the availability of special diet frozen meals to Physicians, healthcare professionals, Managed Care Organizations and caregivers. The addition of renal, diabetic and gluten free frozen options can expand our service.	revised	In progress

Update on Strategy Activities to Date

- Grant funding was secured to purchase a refrigerated truck to deliver frozen meals to the rural portions of our Northern region.
- Frozen meals in the CAAA Northern region increased from 1,378 meals in FY18 to 1791 meals as of 12/31/18.
- In response to requests to the agency for home delivered meals, we established one hot home delivered meal route that neighbors a town with a congregate meal site. This route currently serves 12-15 meals daily. More callers to the agency express an interest in hot meals rather than frozen or shelf stable. Increased contributions indicate that recipients value a hot meal over frozen or shelf stable for a variety of reasons:
 - It’s appetizing to smell hot fresh food coming in one’s door
 - Daily delivery provides more consistent and frequent socialization
 - Family caregivers appreciate the increased contacts.
- Previously, we’ve limited our Council Bluffs Meals on Wheels program to city limits. This year we’ve blurred the lines and allowed potential recipients outside the city limits to receive our meals.

Strategy Activities Planned for SFY 2020

- 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.
- In response to our success in the development of the hot home delivered meal route in rural areas near communities with a congregate meal site, we want to develop four additional such routes in our 20-county area
- We will continue to focus on the expansion of frozen meal program in the most rural parts of our service area.

SERVICE GAP #4: Individuals who do not qualify for Medicaid waivers services are at risk for losing their independence.

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 individuals receiving case management.

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
Connections LifeLong Links team will work to identify and target consumers that may benefit from case management services. This will be done by reviewing intake and assessment forms during the service cycle.	new	In progress
Connections Information and Assessment staff will work to screen consumers during initial calls to assure they are getting the services that they need.	new	In progress

Update on Strategy Activities to Date

- We have been working with our service navigators and Information and Assessment Staff to provide them with the needed information to screen consumers during the initial call into the agency for assistance. And during their initial visit with the consumer to assure that the consumer is receiving the level of care that they need, such as starting them with case management, if that is service that they need.
- We’ve been reviewing our tracking and made some adjustments to when Options Counseling service ends, and Case Management begins.
- Our business to business marketing in the eastern region has made more providers aware of CAAA’s services. We’ve seen a slight increase in calls this fiscal year.

Strategy Activities Planned for SFY 2020

- CAAA worked with an IT intern to develop reports with Dick Harmon to help us track our progress with referrals and calls to know when our marketing efforts are successful.
- CAAA will continue the Business to Business marketing in the Eastern region and add in in the northern and central regions to the same strategy.
- Connections service navigators will work to identify and target option counseling consumers that may benefit from case management services.
- Connections Information and Assessment staff will work to screen consumers during initial calls to assure they are getting the services that they need.

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:

- Number of Referrals
- Number of Successful Interventions
- Number of Transitions To The Community

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
Implement evidence informed interventions for older lowans who are transitioning home hospitals or nursing facilities by formalizing key referral sources and increasing access to person-centered counseling	No	In progress
Use the return to Community program as an access point for other OAAA services and community supports	New	In progress

Update on Strategy Activities to Date

- Connections hosted informational meetings for nursing facilities in Woodbury, Cass, Mills and Pottawattamie Counties, educating the facilities on how to make a referral to the Return to Community Program. We had a great turn out in Woodbury County with 75% of invited facilities attending the education meeting, and all four of the facilities in Council Bluffs sent representatives.
- Connections is currently hosting Nursing Home coalition meetings for the Council Bluffs area, in the agency board room every other month.
- Care Coaches continue to build relationships with discharge planners at facilities, so that the discharge planners are fully aware of the services that Connections has to offer.
- Community Outreach staff in our Eastern region has been out to speak with hospital discharge planners in Adair, Adams, Clarke, Decatur, Ringgold, Taylor and Union Counties.
- Community Outreach staff attends monthly Health Care Coalitions or Transitional Team meetings in Adair, Decatur, Ringgold and Taylor County.
- We have received 6 case management consumers from the Iowa Return to Community Program.

Strategy Activities Planned for SFY 2020

- Implement evidence informed interventions for older Iowans who are transitioning from hospitals or nursing facilities by formalizing key referral sources and increasing access to person-centered counseling.
- Connect consumers of the Iowa Return to Community, and the Caring for our Community, Care Transitions program to other Older Americans Act programs and resources such as the family caregiver program to fully optimize available resources.
- Develop and implement a consumer satisfaction survey to document the quantitative and qualitative benefits and outcomes.

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	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of 12/31/2018:	SFY 2020 Target
Percentage of EAPA Consultation consumers whose needs are met through provider referrals.	60%	99%	75%	34%	75%

Progress to date:

Connections has met the needs of 34% of EAPA Consultation cases through provider referrals through 12/31/2018. We are currently assessing why this result is low; we remain committed to the same goal for FY'2020.

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

Performance Outcome Measure	SFY 2018 Target	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of 12/31/2018	SFY 2020 Target
Percentage of EAPA Assessment & Intervention consumer cases closed with EAPA services no longer needed.	75%	76%	75%	85%	80%

Progress to date:

As of 12/31/2018 Connections has been able to close 85% of our EAPA Assessment and Intervention consumers with services no longer needed. We are unsure if FY'2019 is simply a successful outlier, but nonetheless, based on service to date and the complexity of EAPA cases we are comfortable with raising our SFY2020 target to 80%.

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.

Performance Outcome Measure	SFY 2018 Target	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of [12/31/18]:	SFY 2020 Target
Percentage of LifeLong Links callers indicating they received the information they were seeking.	80%	100%	85%	99%	90%

Progress to date:

As of 12/31/2018 99% of consumers received information appropriate to their need. With the high amount of success with this target, we will raise our target for SFY2020 to 90%.

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

Performance Outcome Measure	SFY 2018 Target	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of 12/31/2018	SFY 2020 Target
Percentage of Options Counseling consumers who indicate they were provided information to make an informed decision on goal and service need.	80%	94%	80%	89%	85%

Progress to date:

As of 12/31/2018 89% of Option Counseling consumers indicated that Connections AAA provided them with information to make an informed decision. We are raising the target to 85% of consumers reporting that they directed the interactive process to obtain guidance in their deliberations on making informed choices about long-term supports for SFY2020 due to the success we are having with this current outcome.

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	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of [12/31/18]:	SFY 2020 Target
Of all congregate meal consumers identified as high nutrition risk, percentage receiving nutrition education.	49%	59%	65%	51%	60%

Progress to date:

As of 12/31/2018 51% of congregate meal consumers identified as high nutrition risk received nutrition education. Our target for SFY 2020 will be that 60% of all congregate meal consumers identified as high nutrition risk will receive nutrition education.

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	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of [12/31/18]:	SFY 2020 Target
Change in consumers receiving nutrition counseling from previous FY (percentage and number).	100%/28	39.3%/11	100%/28	7%/2	10%/10

Progress to date:

- As of 12/31/2018 we had two consumers that received nutrition counseling. Due to the success of our Diabetes Self-Management workshops, participants have increased awareness and resulted in an increase in our nutrition counseling units.

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	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of [3/28/19]:	SFY 2020 Target
Percentage of Case Management cases closed because case management service was no longer needed.	75%	99%	75%	100%	75%

Progress to date:

As of 3/28/2019 18 case management consumers have been discharged due to case management services no longer being needed. Due to closures due to death or going on Medicaid being out of the agency's control we would like to set out target at 75% of case management consumer cases being closed due to case management services 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	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of [3/28/19]:	SFY 2020 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	5.9	5	50.7	48

Progress to date:

On average the case management program at Connections AAA assists consumers experiencing independent living impairments to remain at home 50.7 months prior to transitioning to a facility. The great discrepancy in our target for FY'19 and result in FY'19 are due to data originally being incorrectly entered into the WellSky data base, which as since been corrected. Our target for SFY2020 will remain at 48 months.

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.

Performance Outcome Measure	SFY 2018 Target	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of [12/31/18]:	SFY 2020 Target
Of congregate meal consumers served who may be socially isolated, percentage eating 4 meals at meal site in a month.	41%	77%	80%	78%	80%

Progress to date:

As of 12/31/2018 78% of Connections socially isolated meal site participants ate 4 meals at meal site a month.

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	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of [12/31/18]:	SFY 2020 Target
Of home delivered meal consumers served who may be socially isolated, percentage receiving at least 8 meals in a month.	65%	73%	85%	74%	80%

Progress to date:

- As of 12/31/2018 74% of socially isolated home delivered meal consumers received at least 8 meals a month, which was a bit under target. We continue to work to increase the number of meals delivered to socially isolated seniors throughout our service area.

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	SFY 2018 Actual	SFY 2019 Target	SFY 2019 Result as of 12/31/2018	SFY 2020 Target
Percentage of caregiver consumers indicating caregiver counseling and/or respite care service allowed them to maintain their caregiver role.	87%	83.3%	75%	67%	75%

Progress to date:

As of 12/31/2018 67% of caregiver consumers indicated that care giver counseling and or respite care services allowed them to maintain their caregiver role. For SFY’2020 we will strive to have 75% of caregiver consumers reports that caregiver counseling and or respite care allowed them to maintain their caregiver role.

SFY 2020 Projected Older Americans Act Consumers and Service Units

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	20	2	1			1		
2: Homemaker	General Aging	2,300	102	76	2	1	15		
3: Chore	General Aging	2,105	71	51	3	3	19		
4: Home Delivered Nutrition	General Aging	105,796	1,716	1,273	46	46	950		
5: Adult Day Care / Health	General Aging								
6: Case Management	General Aging	1,125	75	35	2	1	4		
7: Congregate Nutrition	General Aging	83,917	1,744	1,512	27	3	850		
8: Nutrition Counseling	General Aging	12	4	4	1	1	4		
9: Assisted Transportation	General Aging	458	38	26	1	1	23		
10: Transportation	General Aging	53,733	1,357	1,121	5	2	723		
11: Legal Assistance	General Aging	794	417	152	9	3	67		
12: Nutrition Education	General Aging	12,930	1,262	816	16	2	289		
13: Information & Assistance	General Aging	3,123	2,884	2,030	88	9	1,136		
14: Outreach	General Aging								
A01: Material Aid: Home Mod/Repair	General Aging								
B02: HealthPromo: Non Evidence-Based	General Aging	7,200	833	682	6	6	682		

B04: Emergency Response System	General Aging	227	19	14	1	1	11		
B05: Behavioral Health Supports	General Aging								
B07: Health Promotion: Evidence-Based	General Aging	220	220	116	12	4	26		
C07: EAPA Consultation	General Aging	430	240	50	5	5	30		
C08: EAPA Assessment & Intervention	General Aging	401	111	22	2	1	15		
D01: Training & Education	General Aging	2,800	117,457	39,152	1,175	342	977		
E05: Options Counseling	General Aging	1,600	590	283	5	3	145		
F06: MaterialAid: AsstTech Durable MedEquip	General Aging								
F07: Material Aid: Consumable Supplies	General Aging	255	19	14	1	1	11		
F08: Material Aid: Other	General Aging								
CG3: CG Counseling	Caregiver	250	63	29	29	29	29		
CG4: CG Information Services	Caregiver	307	12,280	10,438	204	81	333		
CG5: CG Respite	Caregiver								
CG6: CG Supplemental Services	Caregiver	104	19	11	2	2	8		
CG7: CG Home Delivered Nutrition	Caregiver	3,772	51	12	12	10	10		
CG8: CG Options Counseling	Caregiver	376	124	59	2	2	12		
CG9: CG Case Management	Caregiver	126	8	4	4				
CG10: CG Information & Assistance	Caregiver	600	554	390	17	2	218		

CG11: CG Support Groups	Caregiver	500	42	30	1		17		
CG12: CG Training	Caregiver	24	24	17	1		10		
CG13: CG Congregate Nutrition	Caregiver								
CG14: CG Emergency Response System	Caregiver	60	5	4			2		
CG23: CG RespiteCare: In-Home	Caregiver	75	15	12			6		
CG24: CG RespiteCare: Out-of-Home (Day)	Caregiver								
CG25: CG Respite Care: Out-of-Home (Overnight)	Caregiver	100	10	8			4		
CG26: CG Respite Care: Other	Caregiver								
GO1: GO Access Assistance	Caregiver								
GO2: GO Self-Directed Care	Caregiver								
GO3: GO Counseling	Caregiver	40	21	8	8	8	8		
GO4: GO Information Services	Caregiver								
GO5: GO Respite	Caregiver								
GO6: GO Supplemental Services	Caregiver	20	11	2	2	2	6		
GO7: GO Home Delivered Nutrition	Caregiver								
GO8: GO Options Counseling	Caregiver	35	12	6			1		
GO9: GO Case Management	Caregiver	18	3	2					

GO10: GO Information & Assistance	Caregiver								
GO11: GO Support Groups	Caregiver	360	30	21	1		12		
GO12: GO Training	Caregiver								
GO13: GO Congregate Nutrition	Caregiver								
GO14: GO Emergency Response System	Caregiver								
GO23: GO RespiteCare: In-Home	Caregiver								
GO24: GO RespiteCare: Out-of-Home (Day)	Caregiver								
GO25: GO Respite Care: Out-of-Home (Overnight)	Caregiver								
GO26: GO Respite Care: Other	Caregiver								

Self-Direction Service Delivery

NOT APPLICABLE PER IOWA DEPARTMENT ON AGING GUIDANCE (IAOG 2018–A-06-1 1-15-2019)

Agency does **not** use a self-direction service delivery approach to providing services to older adults and/or caregivers.

OR

Agency utilizes a self-direction service delivery approach to providing services to older adults and/or caregivers.

These services are delivered using a self-direction service delivery approach:

Services:

The following table shows the number of persons expected to be served using a self-direction service delivery approach and the amount of funds by funding source projected to be expended under this service delivery approach.

Item	Projection
Persons Served - Older Adult	#
Projected Title IIIB Expenditure - Older Adults	Amount
Projected Other - State Expenditure - Older Adults	Amount
Projected Other - Non-State Expenditure - Older Adults	Amount
Projected Program Income Expended - Older Adults	Amount
Persons Served - Caregivers of Older Adult	#
Projected Title IIIE Expenditure - Caregivers Older Adult	Amount
Projected Other - State Expenditure -Caregivers Older Adult	Amount
Projected Other - Non-State Expenditure - Caregivers Older Adult	Amount
Projected Program Income Expended -Caregivers Older Adult	Amount
Persons Served - Older Relative Caregivers	#
Projected Title IIIE Expenditure - Older Relative Caregivers	Amount
Projected Other - State Expenditure --Older Relative Caregivers	Amount
Projected Other - Non-State Expenditure - Older Relative Caregivers	Amount
Projected Program Income Expended - Older Relative Caregivers	Amount

Caregiver Respite Voucher

Agency does **not** use a voucher method for caregivers to obtain respite services.

OR

Agency utilizes a voucher method for caregivers to obtain respite services.

The following table shows the number of persons expected to be served using a voucher method for caregiver respite and which funding sources are expected to be utilized for the vouchers.

Item	Projection
Persons Served - Caregivers of Older Adults	#
Does AAA intend to use the funding sources listed below to provide respite services for Caregivers of Older Adults through vouchers?	
OAA Title III E federal funds	Y or N
Other - State Expenditure	Y or N
Other - Non-State Expenditure	Y or N
Program Income Expended	Y or N
Persons Served - Older Relative Caregivers	#
Does AAA intend to use the funding sources listed below to provide respite services for Older Relative Caregivers through vouchers?	
OAA Title III E federal funds	Y or N
Other - State Expenditure	Y or N
Other - Non-State Expenditure	Y or N
Program Income Expended	Y or N

Service Coverage

Information & Service Assistance Services

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

	Ad air	Ad ams	Cas s	Cla rke	Ch ero kee	De cat ur	Fre mo nt	Har ris on	Ida	Mil ls	Mo no na	Mo ntg om ery	Pa ge	Ply mo uth	Pot ta wa tta mie	Rin ggo ld	Sh elb y	Tay lor	Uni on	Wo od bur y
Mandatory Services																				
Case Management	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 Consultation	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
Options Counseling	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Assistance: Information & Assistance (Family Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Assistance: Case Management (Family Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Counseling (Family Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Options Counseling (Family Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

	Ad air	Ad ams	Cas s	Cla rke	Ch ero kee	De cat ur	Fre mo nt	Har ris on	Ida	Mil ls	Mo no na	Mo ntg om ery	Pa ge	Ply mo uth	Pot ta wa tta mie	Rin ggo ld	Sh elb y	Tay lor	Uni on	Wo od bur y
Optional Services																				
Assistance: Information & Assistance (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Assistance: Case Management (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Counseling (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Options Counseling (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

Nutrition & Health Promotion Services

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

Mandatory Services	A d a i r	A d a m s	C a s s	Cl a r k e	Ch e r o k e e	De c a t 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	Mo n t g o m e r y	P a g e	Ply m o u t h	Pott a w a t t a m i e	Ri n g g o l d	S h e l b y	T a y l o r	U n i o n	Wo o d b u r y
Congregate Meals	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 & 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
Nutrition Counseling	X	X	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	X	X

Optional Services	A d a i r	A d a m s	C a s s	Cl a r k e	Ch e r o k e e	De c a t 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	Mo n t g o m e r y	P a g e	Ply m o u t h	Pott a w a t t a m i e	Ri n g g o l d	S h e l b y	T a y l o r	U n i o n	Wo o d b u r y
Home Delivered Meal (Family Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Home Delivered Meal (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

Services to Promote Independence

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

	Ad air	Ad a ms	Ca ss	Ch er ok ee	Cl ar ke	De ca tu r	Fr e m on t	H ar ri son	Id a	Mi lls	M o n o n a	M o n t g o m er y	P a g e	Pl y m o ut h	P o t a w at a mie	Ri n g g o ld	S h el b y	T a yl or	U ni on	W o o d b u ry
Optional Services																				
Adult Day Care / Health																				
Assisted Transportation				X					X	X	X			X						X
Behavioral Health Supports																				
Chore	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Emergency Response System	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	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Training & Education	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
Information Services (Family Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Respite Care: <ul style="list-style-type: none"> • In-home(day) • Out-of-home (day) • Out-of-home (overnight) • Other (Family Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Supplemental Services: <ul style="list-style-type: none"> • Assistive Technology/Durable Equip/Emergency Response • Consumable Supplies • Home Modifications/Repairs • Legal/Financial Consultation • • Homemaker/Chore/Personal Care • Transportation • Nutrition Services (Congregate Meal & HDM) • Other (Family Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Support Group (Family Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

	Ad air	Ad ams	Ca ss	Ch er ok ee	Cl ar ke	De ca tur	Fr e mon t	H ar ri son	Id a	Mi lls	M on on a	M on t go mer y	P ag e	Pl y mo uth	P ot ta wat am ie	Ri n gg old	S h el by	T a yl or	U ni on	W o od bur y	
Optional Services																					
Training (Family Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Information Services (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Options Counseling (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Respite Care (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Supplemental Services: <ul style="list-style-type: none"> • Assistive Technology/Durable Equip/Emergency Response • Consumable Supplies • Home Modifications/Repairs • Legal/Financial Consultation • Homemaker/Chore/Personal Care • Transportation • Nutrition Services (Congregate Meal & HDM) • Other (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Support Group (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Training (Older Relative Caregiver)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

Service Coverage Changes

No service coverage changes planned for SFY 2020.

Area Plan Service Waiting List

Agency does **not** have a waiting list for any services.

OR

Agency has a waiting list for services as indicated in the following table.

Service with Waiting List	Typical Number of Individuals on Waiting List	Ave Waiting List Time	Waiting List Prioritization Criteria

[Describe how members of the public may obtain your agency's wait list policy.]

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: Connections Area Agency on Aging.

Updated On: 11/27/2018

Chair

Name	Address	City & Zip	County	Phone & Email	Term Expires
Tom Hoogestraat	1407 Sharp St	Glenwood 51534	Mills	712-527-4688 tomhoog@q.com	June 2019

Vice Chair

Name	Address	City & Zip	County	Phone & Email	Term Expires
Bonnie Godden	806 Central	Bedford 50833	Taylor	712-523-2202 bgodden@mchsi.com	June 2019

Secretary/Secretary-Treasurer

Name	Address	City & Zip	County	Phone & Email	Term Expires
Kari Livermore	1031 Fayette	Kingsley 51028	Plymouth	712-253-6292 Kari.livermore@greatwesternbank.com	June 2019

Treasurer, (if separate officer)

Name	Address	City & Zip	County	Phone & Email	Term Expires
N/A					

Other Members

Name	Address	City & Zip	County	Phone & Email	Term Expires
George Gillespie	420 Fawn Park Circle	Council Bluffs 51503	Pottawattamie	712-256-3945 Gillespie51503@cox.net	June 2021
Cathay Pringnitz	PO Box 174	Anita 50020	Cass	712-249-0267 Cpringnitz@yahoo.com	June 2020
Barb Redmond	3700 Jackson St	Sioux City 51104	Woodbury	712-258-8308 Barb.redmond@briarcliffedu	June 2020
Mark Monson	300 3 rd St	Sergeant Bluff 51554	Woodbury	712-204-1015 mark@mudflap.com	June 2020
Lori Harvey	1001 Cottonwood Road	Creston 50801	Union	641-782-8511 lharvey@careinitiatives.org	June 2021

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: 11/27/2018

Chair

Name	Address	City & Zip	County	Phone & Email	Term Expires	OAA Composition Criteria (1 to 7)
Robert Neumann	2549 3 rd 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)
Robert Johnson	256 Clover St	Osceola, 50213	Clarke	641-445-5889	June 2020	1,2,5,7

Secretary/Secretary Treasurer

Name	Address	City & Zip	County	Phone & Email	Term Expires	OAA Composition Criteria (1 to 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)
Carol Plowman	707 4 th St	Adair, 50002	Adair	641-742-3707	June 2021	1,2,5,7,
Betty Miller	509 N Maple #201	Creston, 50801	Union	641-344-6529 Bmiller038@gmail.com	June 2021	1,2,5,7
Joyce Smith	205 Dunning Ave	Mount Ayr 50854	Ringgold	641-464-3442 moyosmith@iowatelecom.net	June 2021	1,5,7
Julie Handbury	806 Third St	Neola, 51559	Pottawattamie	712-485-2062 N/A	June 2020	1,2,5,7
Joan Bruhn	3458 Glen Oaks Dr	Sioux City, 51104	Woodbury	712.277.3534 gerryjoania@cableone.net	June 2021	1,2,5,7
Shelli Dannenberg	505 W 2 nd St	Holstein, 51025	Ida	712.368.4304 sdannenb@good-sam.com	June 2020	2,3,4,5,7
Sharon Ehlers	203 W Railroad St PO Box 27	Holstein 51025	Ida	712.368.4848 No email	June 2021	1,2,5,7
Ardelle Staver	600 North Cherry	Aurelia 51005	Cherokee	712.434.5675 arstaver@evertek.net	June 2020	1,2,5,7
Wendy Jackson	3025 Kensington Court	Sioux City, 51104	Woodbury	wendyJackson@1934.bank	June 2021	1,2,5,7
Joan Bruhn	3458 Glen Oaks Dr	Sioux City, 51104	Woodbury	712.277.3534 gerryjoania@cableone.net	June 2020	1,2,5,7
Nancy Coziahr	2937 4 th Ave	Council Bluffs, 51501	Pottawattamie	712-323-4008 ncoziahr@gmail.com	June 2021	1,2,5,7
Eddie Barnette	204 S Broadway St	Red Oak 51566	Montgomery	402-305-2575 eddiebarnett@live.com	June 2021	1,2
Rick Friday	Union County Courthouse 300 N Pine Street	Creston, Iowa 50801	Union	641-344-9130 Friday@grm.net	June 2021	1,2,3,6

LifeLong Links Advisory Council

LifeLong Links Advisory Council for: Connections Area Agency on Aging

Updated On: 03/29/2019

Name	Organization	Address	City & Zip	County	Phone & Email
Tom Hawks	Union County Veterans Administration	300 N Pine	Creston, 50801	Union	641-782-1723 unicova@windstream.net
Cathy Seddon	SIRHA	219 N Pine	Creston, 50801	Union	641-782-8585 cseddon@sirha-ia
Don Drew	Disability Resource Center of Siouxland	505 5 th St, Ste 400	Sioux City, 51101	Woodbury	712-255-1065 director@drcsiouxland.org
Danelle Bruce	Montgomery County Veterans Administration	515 5 th Ave	Council Bluffs, 51501	Pottawattamie	712-328-5797 dbruce@montgomerycoia.us
Darlene McMartin	Pottawattamie County Veterans Administration	223 S 6 th St	Council Bluffs, 51501	Pottawattamie	712-328-5797 Darlene.mcmartin@pottcounty.com
Ron Ludwig	Matura	207 B Elm	Creston, 50801	Union	641-782-8431 rludwig@maturact.org

ATTACHMENTS

Authorized Signatures

Authorized Signatures

Area Agency on Aging Name	Primary Street Address	City & Zip	Type of Agency	Date of AAA Designation
Connections Area Agency on Aging	300 West Broadway Ste 240	Council Bluffs, IA 51503	Private Non-Profit	07/01/2013

Authorized Signatures for Funding Applications and Contracts

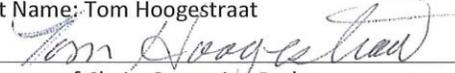
Print Name: Kelly Butts-Elston


Signature of Executive Director

3/29/19

Date Signed

Print Name: Tom Hoogestraat


Signature of Chair, Governing Body

3-29-19

Date Signed

Authorized Signatures for Fiscal Reports

Print Name: Kelly Butts-Elston


Signature of Executive Director

3/29/19

Date Signed

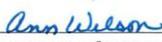
Print Name: Tom Hoogestraat


Signature of Chair, Governing Body

3-29-19

Date Signed

Print Name: Ann Wilson

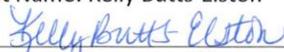

Signature of Director of Finance

3/29/19

Date Signed

Authorized Signatures for Program Reports

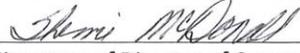
Print Name: Kelly Butts-Elston


Signature of Executive Director

3/29/19

Date Signed

Print Name: Sherrie McDonald


Signature of Director of Consumer Services

3/29/2019

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.]

Staffing and Volunteer Information

The following table lists the anticipated number of full and part-time positions at the agency, the number of SCSEP beneficiaries employed at the agency, and the number of volunteers supporting the agency at the start of the SFY 2020 (7/1/2019).

Position	Total Number
Staff (paid) full-time:	34
Staff (paid) part-time:	52
SCSEP Beneficiaries:	0
AAA Volunteers:	400

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

Nutrition Services

Agency staff reviewed the following Nutrition Services information entered into the case management system (Wellsky) and verified that the information is current as of **3/29/2019**.

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 the case management system (Wellsky) and verified that the information is current as of **3/29/2019**.

Senior Centers and Focal Points

Agency staff reviewed the Senior Center and Focal Point information entered into the case management system (Wellsky) and verified that the information is current as of **3/29/2019**.

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 2020. 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 2020.



Signed Verification of Agency Intent and Compliance

Agency Name: **Connections Area Agency on Aging**

(AAA) accepts full authority and responsibility to develop and administer the SFY 2020 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 Health and 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
501 E. 27TH ST., STE. 2100 | DES MOINES, IA 50319 | IOWAAGING.GOV

Signed Verification of Agency Intent and Compliance

The **Advisory Council** has reviewed and commented on the SFY 2020 Update to the SFY 2018 - SFY 2021 Area Plan on Aging, and hereby submits the SFY 2020 Area Plan Update to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

NAME OF ADVISORY COUNCIL SIGNER

Robert Neumann

ADVISORY COUNCIL SIGNATURE

The **Governing Body** has reviewed and approved the SFY 2020 Update to the SFY 2018 - SFY 2021 Area Plan on Aging, and hereby submits the SFY 2020 Area Plan Update to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

NAME OF GOVERNING BODY SIGNER

Tom Hoogestraat

GOVERNING BODY SIGNATURE

The **Executive Director** has reviewed and approved the SFY 2020 Update to the SFY 2018 - SFY 2021 Area Plan on Aging, and hereby submits the SFY 2020 Area Plan Update to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

Kelly Butts-Elston

NAME OF EXECUTIVE DIRECTOR

EXECUTIVE DIRECTOR SIGNATURE