

## Signed Verification of Agency Compliance

(AAA) accepts full authority and responsibility to develop and administer the FY2018-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://www.iowaaging.gov/about/area-agencies-aging/area-plans-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://www.iowaaging.gov/about/area-agencies-aging/area-plans-aging/area-plan-aging-guidance>. 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://www.iowaaging.gov/about/area-agencies-aging/area-plans-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 at <https://www.iowaaging.gov/about/area-agencies-aging/area-plans-aging/area-plan-aging-guidance/area-agency-aging-reporting>. 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.

The Advisory Council has reviewed and commented on the SFY2018-SFY2021 Area Plan on Aging, and hereby submits the Area Plan to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

TYPE NAME OF ADVISORY COUNCIL SIGNER

ADVISORY COUNCIL SIGNATURE

The Governing Body has reviewed and approved the SFY2018-SFY2021 Area Plan on Aging, and hereby submits the Area Plan to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

TYPE NAME OF GOVERNING BODY SIGNER

GOVERNING BODY SIGNATURE

The Executive Director has reviewed and approved the SFY2018-SFY2021 Area Plan on Aging, and hereby submits the Area Plan to the Iowa Department on Aging for acceptance by the Iowa Commission on Aging.

TYPE NAME OF EXECUTIVE DIRECTOR

EXECUTIVE DIRECTOR SIGNATURE

# **Northeast Iowa Area Agency on Aging PSA 2**

## **Area Plan on Aging SFY 2018 – 2021**



Effective Dates: July 1, 2017-June 30, 2021

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## Executive Summary

NEI3A is committed to continue its tradition of empowering older persons, persons with disabilities, and their caregivers to live in the setting of their choice. For Area Plan SFY 2018-2021, NEI3A will focus on 3 key goals to put this tradition into practice and achieve positive outcomes.

### **NEI3A will ensure that people are safe**

NEI3A will dedicate staff to its Elder Abuse Prevention and Awareness Program to identify, intervene, and educate consumers and stakeholders to prevent elder abuse and exploitation. Additionally, NEI3A will refer consumers to legal assistance to ensure that they are represented and advocated for.

### **NEI3A will ensure people are informed**

NEI3A will maximize the Lifelong Links aging and disability resource center by providing information, referral, and assistance services to all callers to the Lifelong Links contact center. These callers may be referred to more thorough interventions to assess needs and provide planning tools to the consumer through the enhanced system entitled options counseling.

NEI3A will offer support to caregivers through information services, counseling, and peer support groups.

NEI3A will present various educational topics to the public by meeting with civic groups, exhibiting booths at conferences, publishing information on the website, and reaching out directly to interested consumers through social media channels.

### **NEI3A will connect people to the services they need to continue to live in their communities**

NEI3A will coordinate and fund home and community based services to assist consumers to live in their community in the setting of their choice. These services include homemaker, personal care, respite, chore, material aide, health promotion and exercise classes, senior center services, and adult day services. NEI3A will directly provide congregate and home delivered meals, health promotion and exercise classes, senior center services, adult day programming, and case management.

Area Plan on Aging SFY 2018-2021 will show specifically how NEI3A will work toward these goals.

## Context

Northeast Iowa Area Agency on Aging (NEI3A) coordinates services for individuals to help them maintain the independence they desire. Services provided include options counseling, case management, nutrition programs, caregiver support, respite services, consumer protection, evidence based health programs, advocacy, and recreation and education programs. NEI3A serves the following counties in Iowa: Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama, and Winneshiek.

This eighteen county Planning and Service Area (PSA) is 10,819 square miles with a total population of over 525,000 people. Of that, more than 124,000 people are over age 60. The three largest counties by population are Black Hawk, Dubuque, and Marshall; these three counties represent approximately half the population in the Planning and Service Area.

NEI3A served 9,174 people in SFY 2016. Of them, over two thirds (68%) were female, and nearly half (48%) live alone. 5116 reported income below 185% the Federal poverty line, and 2700 reported income below 100% the Federal Poverty line. 89% of those served by NEI3A reported to be white; 4.33% black; 1.18% Hispanic or Latino.

The elder population (age 60+) continues to grow at a much faster rate than the population at large. In four years, the population in the PSA grew about 2%, but the elder population grew by 9%. 10,000 more older persons are eligible for NEI3A services today than four years ago.

Another trend emerging is the increased concentration of larger providers as small providers stop contracting with Medicaid Managed Care Organizations in the wake of the State's shift to managed care. Upon review of all contract service providers, service availability in the less populated and rural counties appears to remain constant. However, the lack of choice of providers has become more pronounced. As noted below, NEI3A will seek innovative ways to encourage providers traditionally outside the Medicaid network to provide services so long that they fit appropriately within the service taxonomies.

For the Area Plan on Aging SFY 2018-2021, NEI3A first met with members of its advisory council to assess need in the PSA. Additionally, NEI3A held input meetings from consumers at focal points, senior centers, and meal sites to help determine what they needed most from NEI3A. Finally, NEI3A analyzed its SFY 2016 service and consumer data to identify trends and gaps in services as well as better understand consumer demographics. From these needs assessment activities, NEI3A concluded that:

- NEI3A services are not as readily available in rural areas than in urban areas
- Consumers are unaware of some NEI3A services, specifically Elder rights and caregiver programs.
- Consumers need home and community based services but must wait to receive them

- There are no providers available for some services for rural consumers
- Hispanic and Latino populations are underserved

## **Section 1: 2018-2021 Goals and Strategies**

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

#### **Agency programs and services that address goal 1.**

The agency utilizes a combination of service provision, advocacy, and partnerships to protect and enhance the rights of older Iowans and to prevent their abuse, neglect and exploitation. The information below summarizes current and planned activities to achieve this goal.

#### *Federally-funded Older Americans Act Services and State-funded Elder Services*

##### *ELDER ABUSE PREVENTION AND AWARENESS PROGRAM.*

Using Lifelong Links, NEI3A has established a single point of entry for callers with elder abuse concerns through the Life Long Links line. Callers with elder abuse concerns are often adult children or other family members of the possible victim but may also be friends, community members, service providers, or the abused elder themselves. Information and Assistance staff assess the concerns and determine if a referral to EAPA is appropriate or if the caller would be better served by being referred to another program or agency. If the caller is referred to EAPA, staff will consult with the caller and determine if a full assessment for elder abuse is necessary. If so, EAPA staff will schedule a full assessment with the elder potentially being abused and develop an action plan outlining the steps necessary to stop the abusive situation if the victim chooses to accept EAPA services. Action plans include referral and possible collaboration with law enforcement, legal aid, the department of human services, victim service providers or other agencies or programs. Ongoing communication takes place with the elder suffering abuse and other referral agencies until the abuse situation has been resolved or the elder requests termination of EAPA services. In SFY 2016, NEI3A staff consulted with 19 consumers with cases of elder abuse.

The most common concerns addressed by EAPA are neglect/self-neglect and financial exploitation. Financial exploitation continues to rise with the increasing number of older adults accessing the internet and being approached by scams such as grandparent scams, fake lottery scams, and fake IRS scams. As contract holder for the Federal Senior Medicare Patrol Program (SMP), NEI3A regularly refers consumers to the SMP program.

***Performance Measures.*** The following performance measures are utilized to determine effectiveness of service in meeting goal:

Measure	Purpose: Evaluate Agency's Ability...
Percentage of EAPA Consultation consumers whose needs are met through provider referrals.	To provide information & referrals for self-advocacy in resolving abuse, neglect, or exploitation situation.
Percentage of EAPA Assessment & Intervention consumer cases closed with EAPA services no longer needed.	To resolve consumer's abuse, neglect, or exploitation situation.

*LEGAL ASSISTANCE.*

Many consumers contact NEI3A with situations that require legal advice. Examples of these situations include Medicaid and asset recovery, power of attorney issues, housing situations (evictions, rent, landlords issues), and situations where the ability of an older person or a person with disabilities is able to live independent are in question. When NEI3A staff recognize that the situation requires legal assistance, a referral is made to the contracting legal service. For confidentiality purposes, NEI3A is unable to track the outcome of individual clients after the referral is made.

NEI3A issues an annual request for proposals to provide legal services in the PSA. The contract awardee receives referrals through NEI3A staff or other agencies and uses funds from the contract awarded by NEI3A. The contractor reports activities and billing quarterly. With its funding in SFY 2016, NEI3A connected 724 people to legal assistance.

*Services / Initiative Funded Through Other Sources*

By being awarded the Victims of Crime Assistance (VOCA) grant through the Department of Justice, the EAPA program allows additional funding for victims of elder abuse and other crimes. This funding expands abuse and victim support services offered by NEI3A to include adults with disabilities, thus aligning the target population with Life Long Links.

Performance Measures for the VOCA grant include:

- The increase of services and supports to victims of crime and abuse due to ongoing outreach and education.
- The establishment and continued service improvements with the single point of entry system through Life Long Links.
- The development for a “no wrong door” protocol ensuring all victims of abuse and crime regardless of demographics will be provided with information about and/or referral to appropriate services.
- The development of a multidisciplinary team with representation from all 18 counties in the NEI3A service area

Collaborations/Partnerships to support Goal 1

The EAPA program collaborates with Life Long Links for a single point of entry, Iowa Legal Aid’s Elder Abuse Specialist fellow to provide legal assistance to clients served, County Social Services to address mental health needs of clients served, area victim services programs including Waypoint Domestic Violence Services and Riverview Sexual Assault Services and also regularly attends community partnership meetings throughout the service area to continue to cultivate partnerships and collaborative efforts.

**Strategies to Address Service Gaps**

To identify service gaps in goal 1, staff was interviewed to assess the greatest need for clients of the EAPA program and situations where NEI3A was unable to provide service. EAPA served only 19 consumers with consultation in SFY 2016.

In addition, NEI3A discussed reporting gaps with its current legal assistance with its advisory board. Because of this, NEI3A was unable to complete a thorough data review of its legal assistance consumers. Finally, NEI3A reviewed consumer and service data to identify where services were and were not delivered and trends in the population of those served.

1. *LACK OF REPRESENTATIVE PAYEE SERVICES THROUGHOUT THE NEI3A SERVICE AREA FOR VICTIMS OF FINANCIAL EXPLOITATION OR THOSE AT RISK OF BEING EXPLOITED THAT DO NOT HAVE SUITABLE OPTIONS AVAILABLE TO THEM PRIVATELY.*

**Strategies to address service gap.**

EAPA program specialists attempted to connect a consumer to representative payee services twice last year but were unsuccessful due to a lack of representative payee providers. NEI3A will employ multiple strategies to address this:

- NEI3A will include representative payee as a volunteer option when presenting to groups about volunteer opportunities at NEI3A.
- NEI3A will make contact with at least 2 regional financial institutions (banks or credit unions) to recruit volunteers to be representative payees.
- NEI3A EAPA program will implement a social media campaign and post at least once a month to specifically recruit representative payee volunteers.

2. *OLDER IOWANS WITH CIVIL LEGAL ISSUES DO NOT HAVE A CHOICE OF QUALIFIED LEGAL PROVIDERS TO ADDRESS THEIR CONCERNS*

**Strategies to address service gap.**

While NEI3A has always been able to secure a contract for legal services, advisory members mentioned that choice of providers is important to them. NEI3A will enter agreements with multiple legal service providers with the following strategies:

- NEI3A will use social media (at least 2 social media outlets) to publicize requests for proposals for legal assistance as using social media (Facebook specifically) to publicize RFPs has proven successful to find more responses for other agency RFPs.
- NEI3A will extend the time for responses to the RFP to at least 60 days.

3. *EAPA SERVICES ARE UNDERUSED THROUGHOUT THE ENTIRE PSA AMONG ALL POPULATION GROUPS*

**Strategies to address service gap.**

NEI3A served 19 people with EAPA consultation services in SFY 2016. While much of this was a result of staffing vacancies, NEI3A will employ the following strategies to increase the number to 43 people served:

- NEI3A EAPA program will implement a social media campaign on Facebook and post at least once a week to publicize the program.
- NEI3A EAPA program will compile a list of all potential referral partners in the PSA. NEI3A EAPA Facebook page will link to all potential agencies' Facebook pages, as available.
- Using that list, NEI3A EAPA program will meet with at least one agency in each county in the PSA to promote the EAPA program and how it can assist law enforcement.
- NEI3A EAPA program will conduct education sessions with County Social Services Staff to help reduce the number seniors who may be falling through the cracks or are receiving some services from CSS but that EAPA could also assist to help meet more consumer needs.

**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.**

**Agency programs and services that address goal 2.**

NEI3A utilizes a combination of service provision, advocacy, and partnerships to ensure older Iowans, Iowans with disabilities, and caregivers have appropriate and adequate information and referrals so that they are able to make informed decisions, and exercise self-determination and control about their independence, well-being, and health. The information below summarizes current and planned activities to achieve this goal.

*Federally-funded Older Americans Act and State-funded Elder Services*

*LIFELONG LINKS*

The Lifelong Links (LLL) Information & Assistance (I & A) Center assists callers from 8-4:30 with Information Referral and Assistance Specialists. The LLL 866-468-7887 phone number, NEI3A regional office numbers, NEI3A satellite office numbers, and local County Mental Health and Disability Service numbers are routed to the I & A Center. Information Referral and Assistance Specialists (IR&A Specialists) are the first points of contact. Upon completion of the Information and Assistance Service, the consumer is transitioned to the Options Counseling Service (if necessary) to meet needs that are greater than an IR&A specialist is able to address.

*INFORMATION & REFERRAL / ACCESS ASSISTANCE*

Information Referral and Assistance Specialists triage callers within the NEI3A service network. IR&A Specialists offer person centered service tailoring the requested information to best meet the consumer's needs, desires, and goals. Information Referral and Assistance Specialists assist consumers seeking information regarding supports, services, and funding to remain independent in the community. All calls are recorded in the Harmony Data System. IR&A Specialists complete follow up with consumers as warranted to ensure service delivery and request of the consumer are met. In SFY 2016, NEI3A assisted 2,805 people with information, Assistance, and Referral.

*OPTIONS COUNSELING.*

Options Counselors provide a person centered experience assisting consumers in evaluating their options for independence, planning for the future, and remaining in the community. Options counselors complete either an in person or telephonic assessment and action plan and provide follow up at minimum one week after initial contact and

then 30 days from initial contact. Consumers are discharged upon meeting goals, when transitioned to another form of long term care services, moves out of the region, or death. In SFY 2016, NEI3A provided options counseling to 611 people.

**Performance Measures.** The following performance measures are utilized to determine effectiveness of service in meeting goal:

Measure	Purpose: Evaluate Agency's Ability...
Percentage of LifeLong Links callers indicating they received the information they were seeking.	To assess and provide information appropriate to caller's need (from consumer's perspective).
Percentage of Options Counseling consumers who indicate they were provided information to make an informed decision on goal and service need.	To conduct an interactive process where individuals receive guidance in their deliberations to make informed choices about long-term supports.

*NUTRITION EDUCATION*

NEI3A writes a monthly newsletter with a nutrition focused article and recipe submitted by the local Iowa State University Extension Office. The newsletter is delivered to Home Delivered Meal consumers, available at the Senior Centers, and area businesses. The newsletter is also posted on the [www.nei3a.org](http://www.nei3a.org) website. Nutrition education is provided at meal sites on the menu, from webinars, presentations, websites, information from IDA, and other newsletters. Common topics include use of seasonal produce, food labeling, food safety, and nutrition health related topics. Nutrition education is also provided through the Fresh Conversations Program. We have noticed that the consumers are requesting more up to date information about food and nutrition. For example the effects of some menu items and the medications they are taking, My Plate guidelines, and carbohydrate intake. In SFY 2016, NEI3A provided nutrition education to 2,279 people.

*NUTRITION COUNSELING*

Referrals are made to our contracted Registered Dietician through case managers, options counselors, and senior center service specialists. The typical consumer is not necessarily one trying to lose weight but one who wants to eat healthier or has a disease requiring them to cut down on salt, carbohydrates, fat, etc. A nutrition counselor will discuss the consumer’s current diet, and assist with making lifestyle changes to improve the consumer’s nutrition choices for a healthier lifestyle. NEI3A did not receive any nutrition counseling referrals in FY 2016.

**Performance Measures.** The following performance measures are utilized to determine effectiveness of service in meeting goal:

Measure	Purpose: Evaluate Agency's Ability...
Of all congregate meal consumers identified as	To ensure those at risk for poor nutrition and

high nutrition risk, percentage receiving nutrition education.	health status receive information so that they have better health enhancing options.
Change in consumers receiving nutrition counseling from previous FY (percentage and number).	To ensure those at risk for poor nutrition and health status receive counseling so that they have the opportunity to improve their health literacy and information for optimal nutrient intake.

*OUTREACH / TRAINING & EDUCATION / CAREGIVER INFORMATION SERVICES*

Caregiver Information Services are provided in various ways to provide training and education to individuals in various stages of their caregiving roles. NEI3A provides booths at vendor fairs throughout the 18 county service area to reach out to individuals. Brochures and various materials are provided as handouts, along with one on one interaction with the Family Caregiver Support staff to answer specific questions. NEI3A also offers public speaking presentations with specific groups such as non for profit church organizations, provider agency organizations; various support groups, and our NEI3A meal sites. Caregiver workshops are also provided to educate and enhance their role as a caregiver. A monthly article in the agency newsletter provides outreach and education on caregiver topics. Typical consumers for caregiver information services include professional service providers, adult children, and spouses. Often caregivers are not aware of support services that are available to come into the home to assist with their caregiving role.

*Collaborations/Partnerships to support Goal 2*

The MIPPA grant is used to assist consumers with their Medicaid Part D comparison, LIS and the Medicare Savings Plan. Trained NEI3A staff complete forms and applications online to help the consumer access their full benefits.

**Strategies to Address Service Gaps**

To identify service gaps for goal 2, NEI3A reached out its Advisory and Board members, NEI3A staff, providers, consumers, and other stakeholders. This occurred formally in board and advisory meetings, needs assessments, and consumer surveys. Informally, service gaps are identified in staff meetings, community collaboration meetings, and other areas where stakeholders share ideas. Finally, NEI3A conducted a data analysis of consumer and service data to identify gaps in reach, scope, and outcomes among specific subsets of the NEI3A consumer population. Specifically, NEI3A analyzed location, race, ethnicity, gender, age, income, rural/urban, and whether or not consumers lived alone to identify gaps in services to these groups.

*1. LACK OF AWARENESS OF INFORMATION, REFERRAL, AND ASSISTANCE SERVICES IN RURAL AREAS*

**Strategies to address service gap.**

After consulting case managers, options counselors, nutrition staff, and volunteers, NEI3A concluded that many rural home delivered and congregate meal consumers are

unaware of other NEI3A services. Moreover, county level data show fewer per capita units in rural counties than larger counties. While Black Hawk County represents about 20% of NEI3A consumers, over 45% of all IR&A calls were from Black Hawk County – the most populous county in the PSA. NEI3A will implement the following strategies to better align the rural population with the urban population in numbers served:

- NEI3A will distribute the newsletter online via email so consumers do not have to attend meal site or receive meals to receive the newsletter.
- NEI3A will target rural counties with its social media presence by linking to city and county Facebook (and other social media) pages.
- NEI3A will conduct a letter campaign to all local clinics in counties that do not contain a NEI3A focal point in them.
- NEI3A will implement a campaign to direct local staff to leave literature and brochures at all post offices and City Halls.

2. *LACK OF AWARENESS AMONG NEI3A STAFF AND NEI3A CONSUMERS OF NUTRITION COUNSELING SERVICES*

**Strategies to address service gap.**

NEI3A did not serve any consumers with Nutrition counseling in SFY2016. Employees were asked at an all staff meeting in November which services they knew about and how to make a referral. Only some case management staff indicated that they were aware of the availability of nutrition counseling services – all of whom were case managers (as case managers used to make all the referrals prior to Medicaid managed care). Moreover, no consumer asked for nutrition counseling services insofar as the service data reflect. This may also be attributed to units that were not captured in the data collection system. To increase service units to align with the Area Plan, NEI3A will:

- Identify potential consumers by using the nutrition risk assessment tool and offer nutrition counseling services.
- Conduct learning sessions with nutrition service specialists, options counselors, IR&A specialists, and case managers at their next respective staff meetings.
- Highlight nutrition counseling services at area advisory meetings and board meetings.
- Highlight nutrition counseling as a service in the NEI3A newsletter.
- Develop and implement training curricula that makes the delivery of service units in the data collection system a point of emphasis in staff training throughout the year.

3. *OPTIONS COUNSELING CONTINUES TO BE AN UNDERUSED SERVICES ACROSS ALL CONSUMERS REGARDLESS OF LOCATION, RACE, GENDER, ETHNICITY, OR INCOME; OPTIONS COUNSELING SERVICES ARE UNABLE TO MEET ALL CONSUMERS' NEEDS*

**Strategies to address service gap.**

While NEI3A served over 600 people with options counseling in SFY 2016, needs assessment roundtable discussions with area advisory members and consumers show that many people who may benefit from the service are not utilizing it. NEI3A failed to observe any data trends across the population to suggest a specifically underserved group due to their location, race/ethnicity, age, income, or the number of people living in the home. Additionally, consumer surveys of people who did receive options counseling indicated that while the actual options counseling service was beneficial, NEI3A was unable to assist them with other needs such as home and community based services like chore, homemaker, personal emergency response devices, etc. To better serve more people with options counseling in the PSA, NEI3A will employ the following strategies:

- NEI3A will further align with local and regional partners by offering clinics, public assistance offices, and other locations to have an options counselor on site at their location on a monthly or quarterly basis.
- NEI3A will regularly (at least once a month) highlight options counseling on its Facebook page.
- NEI3A will further align with County Social Services and offer options counseling at CSS buildings located in PSA 2.
- NEI3A will schedule learning sessions for CSS employees to learn about options counseling and how to refer clients.
- As appropriate, NEI3A will refer consumers to CSS for funding of home and community based services in case where the consumer is a client of both agencies.
- NEI3A will implement a referral program for clients that are able to pay privately for home and community based services so that NEI3A can at least offer to meet all needs from a Lifelong Links referral.
- NEI3A will develop a sliding fee scale for consumers for both options counseling services and home and community based services to assist more consumers across all incomes that need services.

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

**Agency programs and services that address goal 3.**

NEI3A utilizes a combination of home and community-based service provision, advocacy, and partnerships to enable older Iowans to remain in their own residence and community of choice with high quality of life for as long as possible. The information below summarizes current and planned activities to achieve this goal.

Federally-funded Older Americans Act and State-funded Elder Services

*CASE MANAGEMENT*

NEI3A provides Case Management through three regional offices: Decorah, Dubuque and Waterloo. Case Managers in each region are directly supervised by a Program Coordinator. The Director of Care Management oversees the Program Coordinators and develops policy and procedures. Program Coordinators assign staff, provide training and support and complete quality assurance. Case Managers are assigned clients based upon their geographic location. Case Managers are responsible for home visits, monthly contacts, completing forms, and documentation.

The typical consumer is a low-income widowed female in her 80’s. She lives alone and relies on her family for informal support. She is Medicaid Elderly Waiver eligible and receives home health, home delivered meals, and personal emergency response services. Common issues addressed are loss of ability to independently complete ADLs (activities of daily living) and IADLs (instrumental activities of daily living); financial insecurity; falls and isolation. Emerging trends in Case Management are that the consumers are older and frailer while on the program. Stricter medical guidelines for the Elderly Waiver have driven this. Due to increased regulations and oversight, fewer providers are able to accommodate the increased complexity and expense necessary to deliver home and community based services. In SFY 2016, NEI3A assisted 1,534 clients with case management services

**Performance Measures.** The following performance measures are utilized to determine effectiveness of service in meeting goal:

Measure	Purpose: Evaluate Agency's Ability...
Percentage of Case Management cases closed because case management service was no longer needed.	To ensure Case Management clients receive the supports and services they need to remain at residence of choice for as long as they need or desire them.
Average number of months a Case Management consumer experiencing independent living impairments is able to remain safely at home prior to transitioning to facility.	To ensure Case Management clients receive the supports and services they need to remain at residence of choice for as long as they need or desire them.

*NUTRITION AND WELLNESS SERVICES.*

**Congregate Meals** - NEI3A provides hot meals at 52 meal sites and satellite sites (meals only with little/no additional services offered). Menus offer two meal options. Both meals comply with Iowa menu approval guidelines. Per NEI3A’s data collection, a typical consumer tends to be 75 or older, and low income. NEI3A senior centers offer exercise programs, Fresh Conversations, big screen TV’s, Wii bowling and ethnic menus. In SFY 2016, 4,058 NEI3A consumers were served 143,038 congregate meals.

**Home Delivered Meals** - NEI3A home delivers meals to consumers in all eighteen counties in the PSA. Meals are delivered by volunteers. Typical consumers are 80-95 years old, home-bound, and are dependent on others for support in order to remain in their own home. Meals offered may be a daily hot meal, frozen or shelf stable meal. Increased demand for the service and difficulty recruiting volunteers are the most salient issues facing the NEI3A home delivered meals program. In SFY 2016, NEI3A delivered 217,766 meals to 2043 older persons.

**Evidence-Based Health Activities** - NEI3A offers a Chronic Disease Self-Management Program, A Matter of Balance, and Tai Chi for Arthritis and Fall Prevention. Tai Chi classes draw younger consumers and men more than other fall prevention classes. Classes are offered in all our communities as requested with the goal to offer at least one in each county each year. NEI3A partners with hospitals, libraries, community centers, churches, and its own senior centers to deliver these services. In SFY 2016, 203 people participated in evidence based health activities sanctioned by NEI3A.

**Health Promotion and Disease Prevention** – Working with contracted entities, NEI3A offers Seniors in Motion (SIMS) programming to provide Health Promotion and disease prevention activities. These classes promote well-being by combining both an educational and a physical approach. Classes occur twice a week. They are not offered at all sites, but senior center participants are polled annually to gauge interest in the program. If at least 7 people indicate they want the class, a class will be scheduled. The SIMS program is an evidence based program led through a contract with the YWCA in Black Hawk County. The YWCA contracts with trained leaders in other counties to lead the program. Older adults who participate in this program have said they enjoy it, wish it was every day, and some exercises can be done while sitting in a chair. On days the program isn’t available, there are tapes the participants can use. In SFY 2016, 333 people participated in Health Promotion and Disease Prevention in the PSA.

**Performance Measures.** The following performance measures are utilized to determine effectiveness of service in meeting goal:

<b>Measure</b>	<b>Purpose: Evaluate Agency's Ability...</b>
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Of congregate meal consumers served who may be socially isolated, percentage eating 4 meals at meal site in a month.	To ensure those congregate meal consumers who are potentially socially isolated have the opportunity to socialize in their community.
Of home delivered meal consumers served who may be socially isolated, percentage receiving at least 8 meals in a month.	To ensure those home delivered meal consumers who are potentially socially isolated receive regular contact with a meal delivery person.

*HOME AND COMMUNITY BASED SERVICES*

**In Home Services** - A wide variety of services are offered throughout the NEI3A service area. These services include: chore for heavy cleaning, lawn care and snow shoveling; homemaker for light housework, laundry and errands; personal care for bathing and grooming; personal emergency response; skilled nursing visits for health assessments and medication set up. Service providers apply to be a contractor of NEI3A on a fee-for-service basis. NEI3A Options Counselors or Case Managers complete the application for approval for funding to pay for the services. The typical consumer is a low-income elderly individual that does not qualify for a Medicaid waiver or Veteran Assistance to pay for the services they need. Services are provided to consumers on a long-term ongoing basis. All consumers receiving these service are reassessed annually for physical and financial need. In SFY 2016, NEI3A assisted 566 consumers with in home services

**Community Based Services** – For community based services, NEI3A provides adult day care. In addition to contracting with adult day care providers, NEI3A operates two adult day care centers in counties (Delaware and Jackson) where there are no other adult day providers. The adult day care centers are certified through the Iowa Department of Inspections and Appeals. They provide activities, meals, assistance with ADLs and socialization. The typical consumer needs supervisory assistance and is socially isolated. In SFY 2016, NEI3A assisted 7 consumers with 2,753 hours of adult day services.

**Transportation** services available in the PSA are public, private and volunteer providers with formal agreements with all public and private agencies to ensure that consumers, regardless of location or physical abilities, have access. When NEI3A staff identify that transportation is a barrier for a consumer to remain independent, transportation assistance is offered. NEI3A issues tickets to consumers for public transit agencies. These trips may be used for medical appointments, shopping, community engagement, and for visiting a meal site. For longer trips such as trips to large hospitals, NEI3A will utilize a volunteer to make the trip (if a volunteer is available). In SFY 2016, NEI3A provided 26,801 rides to 596 consumers to assist their transportation needs.

*CAREGIVER SERVICES*

NEI3A contracts with providers to provide services to family caregivers for older individuals or individuals with Alzheimer’s disease or a related disorder with neurological and organic brain dysfunction. Caregiver services are also available for a grandparent, a step-grandparent or other relative caregiver of a child by blood or marriage who is 55 years of age or older and lives with the child; is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregiver of the child; and has a legal relationship to the child, as such legal custody or guardianship, or is raising the child informally.

**Counseling** - NEI3A provides individual and group counseling. The typical consumers for individual caregiver counseling are adult female daughters under the age of 60, in the workforce, and the primary caregiver for their parent over the age of 60. stress and burnout due to juggling a job, their own dependent school aged children, and caring for their older parent the most common reasons they seek caregiver support. Caregiver specialists administer the Consumer Strain Index to help measure their level of stress.

NEI3A staff also facilitates caregiver support groups. Attendees tend to be spouses of caregiver recipients. Caregivers seem to want to know more about stages of dementia and coping strategies. In SFY 2016, NEI3A provided 34 counseling sessions to 24 caregivers.

**Respite Care** - NEI3A offers respite services for family caregivers through its provider network. Caregivers requesting respite services first meet with a caregiver specialist to determine need and eligibility. Respite is most often needed when the recipient cannot be left alone; many caregivers receiving respite services provide daily or 24 hour care. 43% of all caregivers accessing NEI3A caregiver support receive respite services. In SFY 2016, NEI3A provided 7,433 hours of respite services to 138 caregivers.

Measure	Purpose: Evaluate Agency's Ability...
Percentage of caregiver consumers indicating caregiver counseling and/or respite care service allowed them to maintain their caregiver role.	To ensure caregivers receive the supports and services they need to continue to provide informal care to the care recipient.

*FINANCIAL ASSISTANCE: MATERIAL AID & CAREGIVER SUPPLEMENTAL SERVICES*

In order to receive funding for services, consumers must first contact the Lifelong Links contact center to request assistance. The IR&A specialist will complete an assessment. If the assessment determines that more assistance is required, an options counselor will conduct a more thorough assessment of the consumer’s needs, both physical and financial. At that point, if the Options Counselor determines that assistance is needed, a

request for funds is submitted. Fiscal staff will review the request and determine if funds are available to assist. If available, the request is approved and services begin. If funds are not available, the consumer is placed on a waiting list until funds are available. In SFY 2016, 70 caregivers received supplemental services from NEI3A.

### Services / Initiative Funded Through Other Sources

Other funding sources provide support and assistance to NEI3A consumers. The Veterans Directed-Home and Community Based Services program was implemented in August of 2016. This program provides funds to pay for self-directed employees for eligible Veterans. NEI3A provides the service coordination for the veteran and assists with employees throughout the process.

Through a long standing partnership with the Cedar Valley United Way (serving people in Black Hawk and adjacent counties), NEI3A offers a special assistance program to provide gap services for older persons in crisis. Such services include material aide, financial counseling, utility assistance, and rent assistance. More recently, NEI3A partnered with the Waterloo Housing Trust Fund to provide accessibility modifications to Waterloo residents. This programs stands out in that the size of the projects is quite large; often up to \$10,000.

The NEI3A Adult Day Care (ADC) in Delaware County applies for local grants to assist with paying for transportation to and from the ADC for consumers.

### Collaborations/Partnerships to support Goal 3

NEI3A partnered with the Iowa City VA Medical Center to implement the Veteran Directed – Home and Community Based Services program. Referral and reporting procedures were developed to ensure all parties involved have the information their required to keep. NEI3A partners with Veridian Fiscal Solutions to provide the Financial Management Service for the program. Through this collaboration, both entities work together to so employees are able to be hired by the veteran.

## **Strategies to Address Service Gaps**

To identify service gaps for goal 3, NEI3A reached out its Advisory and Board members, NEI3A staff, providers, consumers, and other stakeholders. This occurred formally in board and advisory meetings, needs assessments, and consumer surveys. Informally, service gaps are identified in staff meetings, community collaboration meetings, and other areas where stakeholders share ideas. Finally, NEI3A conducted a data analysis of consumer and service data to identify gaps in reach, scope, and outcomes among specific subsets of the NEI3A consumer population. Specifically, NEI3A analyzed location, race, ethnicity, gender, age, income, rural/urban, and whether or not consumers lived alone to identify gaps in services to these groups.

1. *CONSUMERS IN NEED OF HOME DELIVERED MEALS ARE UNABLE TO RECEIVE THEM WHEN THEY NEED THEM*

**Strategies to address service gap.**

In SFY 2017, NEI3A broke its longstanding tradition of immediately placing consumers on home delivered meals and began to implement a waiting list. This was necessary due to stagnant and declining funding as well as increasing costs of producing the meals and transporting them. Nevertheless, home delivered meals remains the most requested service in the PSA. And according to consumer feedback, the most important. While NEI3A plans to continue its waiting list for home delivered meals, we plan to minimize the wait with the following strategies:

- NEI3A will implement fundraising campaigns through social media and ask for donors to buy a month's worth of meals for a senior.
- NEI3A will change its contribution statement so that a requested contribution amount is developed for each consumer based on their reported ability to pay and not simply the cost of the meal.
- NEI3A will develop scripting and train staff on techniques on how to best ask for contributions during the intake process.
- NEI3A will offer consumers the option to pay for the meals privately.

2. *AWARENESS OF THE NEI3A CAREGIVER SERVICES IS NOT FULLY REACHING THE CAREGIVER POPULATION IN THE PSA*

**Strategies to address service gap.**

According to the AARP, 11% of the US population takes the role of caregiver at some point in any 12 month period ([http://www.aarp.org/relationships/caregiving/info-11-2008/i13\\_caregiving.html](http://www.aarp.org/relationships/caregiving/info-11-2008/i13_caregiving.html)). Yet, only 377 clients were enrolled in the NEI3A caregiver program in SFY 2016 (4% of all clients and less than 1% of the entire PSA population). Surveying of the NEI3A population show that many caregivers are simply unaware of all service offered to caregivers through NEI3A. Strategies to increase awareness of the NEI3A caregiver program include:

- Emphasizing the NEI3A caregiver program through social media including purchasing ads to target caregivers specifically.
- NEI3A will further its partnership with the Alzheimer's Association and conduct an education session for their staff to increase referrals
- NEI3A caregiver staff will schedule training sessions for all staff to ensure that NEI3A are fully knowledgeable of and able to refer to the program.
- NEI3A caregiver program will continue its outreach efforts by exhibiting booths at health fairs and benefits fairs.
- NEI3A will conduct no fewer than three (3) caregiver conferences per fiscal year to publicize the program.

3. *CONSUMERS IN NEED OF HOME AND COMMUNITY BASED SERVICES ARE UNABLE TO RECEIVE THEM IN A TIMELY MANNER*

**Strategies to address service gap.**

In addition to meals, the cost of all service providers continues to increase with the cost of living, further straining the agency's ability to help every consumer that needs assistance. Moreover, funding restraints also limit NEI3A's ability to assist with these services. Finally, as outreach efforts and options counseling services continue to bring more consumers to NEI3A, need for these services continues to increase. To address this, NEI3A will:

- Implement a sliding fee scale to be able to stretch budget dollars and assist more consumers
- Offer consumers the option to pay for the services privately
- Implement a referral process with County Social Services so that options counselors seek funding from CSS for these services if the consumer is/can be a consumer of both agencies
- Conduct a unit utilization review on all consumers currently receiving services. If they are using fewer units than was allocated for 3 months in a row, then their allocation will be reduced to that amount. This will lower overall encumbrance and decrease the wait time on the waiting list for consumers. A unit utilization review was done in SFY 2017 to much success.

4. *LOW MEAL SITE ATTENDANCE AMONG OLDER PERSONS BELONGING TO RACIAL AND ETHNIC MINORITY GROUPS – SPECIFICALLY IN MARSHALL COUNTY*

**Strategies to address service gap.**

While 9% of the population in Marshall County is of Hispanic or Latino ethnicity, only 1.4% of meal site participants report Hispanic or Latino ethnicity. NEI3A will employ several strategies to close this gap:

- NEI3A will identify and make contact with Marshall County agencies and City Government to inform them of NEI3A services in Marshall county
- NEI3A staff will invite Hispanic/Latino consumers to menu meetings to ensure that the most appropriate ethnic meals are served.

5. *CONSUMERS THAT LIVE OUTSIDE BLACK HAWK COUNTY HAVE LITTLE/NO CHOICE IN CHORE PROVIDERS AND IN SOME AREAS THERE ARE NO PROVIDERS AVAILABLE*

**Strategies to address service gap.**

Despite multiple efforts to encourage chore providers to expand their footprint into adjacent counties, most NEI3A consumers have only one option for chore service providers. And in several case, NEI3A staff was unable to find a chore provider for a consumer because no provider was willing to travel to the consumer's location. In every case, the consumer was rural. Analyzing service and consumer data confirms this.

NEI3A assisted 42 consumers with chore service in SFY 2016; 24 of them lived in Black Hawk County. Black Hawk County has multiple chore providers located in the County and are willing to travel anywhere within the County. While some chore providers have been willing to travel, many refuse service to rural locations due to travel costs. To improve chore provider availability and choice, NEI3A will:

- Perform an internet search for lawn care providers in the PSA. Once a list is compiled, NEI3A will send a letter to at least one lawn care company in each county in the PSA inviting them to apply to become a contracted partner.
- Perform a similar search and draft a similar letter for snow removal providers.
- Continue to reach out to potential partners so that every county in the PSA will have at least two (2) options of chore providers.

**Section 2: Performance and Service Projections**

**Performance Outcome & Fiscal Year Target**

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 Measure	Evaluate Agency's Ability...	FY2018 Target
Percentage of EAPA Consultation consumers whose needs are met through provider referrals.	To provide information & referrals for self-advocacy in resolving abuse, neglect, or exploitation situation.	75%
Percentage of EAPA Assessment & Intervention consumer cases closed with EAPA services no longer needed.	To resolve consumer's abuse, neglect, or exploitation situation.	75%

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 Measure	Evaluate Agency's Ability...	FY2018 Target
Percentage of LifeLong Links callers indicating they received the information they were seeking.	To assess and provide information appropriate to caller's need (from consumer's perspective).	90%
Percentage of Options Counseling consumers who indicate they were provided information to make an informed decision on goal and service need.	To conduct an interactive process where individuals receive guidance in their deliberations to make informed choices about long-term supports.	90%

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

Performance Outcome Measure	Evaluate Agency's Ability...	FY2018 Target
Of all congregate meal consumers identified as high nutrition risk, percentage receiving nutrition education.	To ensure those at risk for poor nutrition and health status receive information so that they have better health enhancing options.	50%
Percent change in consumers receiving nutrition counseling from previous FY (percentage and number).	To ensure those at risk for poor nutrition and health status receive counseling so that they have the opportunity to improve their health literacy and information for optimal nutrient intake.	100% 2

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

**Service: Case Management**

<b>Performance Outcome Measure</b>	<b>Evaluate Agency's Ability...</b>	<b>FY2018 Target</b>
Percentage of Case Management cases closed because case management service was no longer needed.	To ensure Case Management clients receive the supports and services they need to remain at residence of choice for as long as they need or desire them.	65%
Average number of months a Case Management consumer experiencing independent living impairments is able to remain safely at home prior to transitioning to facility.	To ensure Case Management clients receive the supports and services they need to remain at residence of choice for as long as they need or desire them.	48 months

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

<b>Performance Outcome Measure</b>	<b>Evaluate Agency's Ability...</b>	<b>FY2018 Target</b>
Of congregate meal consumers served who may be socially isolated, percentage eating 4 meals at meal site in a month.	To ensure those congregate meal consumers who are potentially socially isolated have the opportunity to socialize in their community.	80%
Of home delivered meal consumers served who may be socially isolated, percentage receiving at least 8 meals in a month.	To ensure those home delivered meal consumers who are potentially socially isolated receive regular contact with a meal delivery person.	90%

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

<b>Performance Outcome Measure</b>	<b>Evaluate Agency's Ability...</b>	<b>FY2018 Target</b>
Percentage of caregiver consumers indicating caregiver counseling and/or respite care service allowed them to maintain their caregiver role.	To ensure caregivers receive the supports and services they need to continue to provide informal care to the care recipient.	75%

### FY 2018 Projected Older Americans Act Consumers and Service Units

Form 3A-1									
SERVICE		Service Units Provided	Consumers Served	60+ Rural	60+ Minority	60+ Minority Below Poverty	60+ Below Poverty	SLP Low Income	SLP Moderate Income
01A: Administration	General Aging								
	Caregiver								
1: Personal Care	General Aging	423	25	12	2	2	10		
2: Homemaker	General Aging	10,846	150	49	8	8	92		
3: Chore	General Aging	1,758	40	9	6	5	26		
4: Home Delivered Meals	General Aging	205,586	1,717	275	130	44	853		
5: Adult Daycare	General Aging	1,878	10				6		
6: Case Management	General Aging	5,200	953	285	85	20	39		
7: Congregate Meals	General Aging	125,037	3,069	1,190	95	20	1,278		
8: Nutrition Counseling	General Aging	10	2						
9: Assisted Transportation	General Aging	5,053	172	35	20	17	97		
10: Transportation	General Aging	7,090	110	12	21	2	69		
11: Legal Assistance	General Aging	400	400	400					
12: Nutrition Education	General Aging	8,370	1,643	417	70	10	843		
13: Information & Assistance	General Aging	6,000	5,400	1,096	443	90	1,622		
14: Outreach	General Aging	2,698	91				91		
B02: Health Promotion & Disease Prevention	General Aging	4,693	180	28	20	15	83		
B07: Evidence Based Health Activities	General Aging	149	55	17	5	3	3		
C07: EAPA Consultation	General Aging	129	43	3	6	4	18		

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C08: EAPA Assessment & Intervention	General Aging	1,035	75	14	7	7	41		
C09: EAPA Training & Education	General Aging	20	138						
C10: Self-Directed Care	General Aging								
C12: EAPA Non-Consumer Consultation	General Aging								
D01: Training & Education	General Aging	75	555	555					
E05: Options Counseling	General Aging	10,868	1,670	413	116	15	668		
F02: Material Aide	General Aging	1,094	175	51	15	15	127		
CG1: CG Access Assistance	Caregiver	520	175	43	15	15	25		
CG2: CG Self-Directed Care	Caregiver								
CG3: CG Counseling	Caregiver	381	190	95	25	11	63		
CG4: CG Information Services	Caregiver	15	225	150	20				
CG5: CG Respite	Caregiver	4,535	75	24	7	5	11		
CG6: CG Supplemental Services	Caregiver	1,077	99	33	8	7	11		
CG7: CG Home Delivered Meals	Caregiver								
CG8: CG Options Counseling	Caregiver	2,444	375	103	37	29	96		
GO1: GO Access Assistance	Caregiver								
GO2: GO Self-Directed Care	Caregiver								
GO3: GO Counseling	Caregiver								
GO4: GO Information Services	Caregiver								
GO5: GO Respite	Caregiver								
GO6: GO Supplemental Services	Caregiver								
GO7: GO Home Delivered Meals	Caregiver								

GO8: GO Options Counseling	Caregiver								
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### Service Coverage & Wait List Information

[Please describe service coverage changes from FY2017, if applicable.]

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

<b>Mandatory Services</b>	Allamakee	Black Hawk	Bremer	Buchanan	Butler	Chickasaw	Clayton	Delaware	Dubuque	Fayette	Grundy	Hardin	Howard	Jackson	Marshall	Poweshiek	Tama	Winneshek
Case Management	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Congregate Meals	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Health Promotion	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Home Delivered Meals	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Information & Assistance	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Legal Assistance	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Nutrition Counseling	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Nutrition Education	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Options Counseling	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

<b>Other Services</b>	Allamakee	Black Hawk	Bremer	Buchanan	Butler	Chickasaw	Clayton	Delaware	Dubuque	Fayette	Grundy	Hardin	Howard	Jackson	Marshall	Poweshiek	Tama	Winneshek
Adult Day Care/Adult Day Health		X						X	X					X				
Chore	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
EAPA Consultation	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
EAPA Assessment & Intervention	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
EAPA Training & Education	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Evidence-Based Health Activities	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Health Promotion and Disease Prevention	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Homemaker	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Material Aid	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Outreach	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

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Personal Care	X	X	X	X	X	X	X	X	X	X	X	X	X	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
Assisted Transportation	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Transportation	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

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

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

*Service Waiting List*

Service with Waiting List	Typical Number of Individuals on Waiting List	Average Waiting List Time	Wait List prioritization Criteria
Chore	15	4 months	Date services requested
Homemaker	25	4 months	Date services requested
Personal Care	15	4 months	Date services requested
Material Aide	20	4 months	Date services requested
Home Delivered Meals	20	1 month	Date services requested

### **Section 3: Quality Management**

NEI3A will manage the quality of its services and outcomes using a three tiered approach:

#### **Data collection and assessment**

All NEI3A services outlined in the Area Plan will be entered into the Mediware Database system and all service units delivered will be tied to an individual consumer. Additionally, reports will be generated on weekly, monthly, and quarterly bases to regularly assess the use and effectiveness of the programs. Program managers and other administrative staff will implement performance measures and review regularly.

Consumer experience surveys will be distributed to consumers to receive qualitative feedback directly from them.

For the nutrition program, staff will regularly taste food at all locations throughout the PSA and take a pro-active approach to food quality issues.

#### **Remediation of Problem Areas**

NEI3A will set benchmarks based on the developed performance measures. Program staff will meet regularly to discuss areas where benchmarks are not reached and develop a plan to improve.

In the case of consumer experience surveys, administrative program staff will review the data and develop a plan to address the salient areas of concern.

#### **Feedback Loop and continuous improvement**

Once plans of improvement are implemented, staff will repeat the assessment process and identify progress made. If necessary, staff will change its approach to reach desired outcomes. This process will continue indefinitely.

## **Section 4: Public Input**

Monthly newsletter, public hearing (when needed), annual meeting, policy board meetings are open to the public, area advisory council meetings are open to the public, LifeLong Links advisory council, open houses

## Public Hearing Information

Press Release sent to:

Waterloo-Cedar Falls Courier  
Decorah News Co.  
Telegraph Herald – Dubuque  
Marshalltown Times Republican



2101 Kimball Ave. Suite 320  
P.O. Box 388 (Mailing)  
Waterloo, IA 50702  
319-874-6840  
800-779-8707

## Legal Notice

Contact Information  
Janna Diehl, 319-874-6843

FOR IMMEDIATE RELEASE

Please print the following not Legal Notice no later than **February 15, 2017**

### Legal Notice

Northeast Iowa Area Agency on Aging will hold a public hearing at 10:00 AM on Wednesday, March 15, 2017 at the VFW located at 128 Third Avenue NE in Independence, Iowa or you may participate by conference call (contact Janna Diehl at 319/874-6843). The purpose of this public hearing is to receive comments on the Area Plan SFY 2018 – 2021.

###

*Please send a certified copy back to the attention of Janna Diehl at our office (address above) for our records.*

okjd

STATE OF IOWA, }

Black Hawk County, SS

I do solemnly swear that the annexed copy of legal

NEI3A  
Public Hearing on March 15

Notice was published in the Waterloo-Cedar Falls Courier, a daily newspaper printed in Waterloo, Black Hawk County, Iowa, once commencing on the 8th day of February, 2017 in the name of said newspaper, and that the annexed rate of advertised is the regular legal rate of said newspaper, and that the following is a correct bill for publishing said notice.

Printer's Bill \$4.70

Legal Notice  
Northeast Iowa Area Agency on Aging will hold a public hearing at 10:00 AM on Wednesday, March 15, 2017 at the VFW located at 129 Third Avenue NE in Independence, Iowa or you may participate by conference call (contact Janna Diers at 319/874-6843). The purpose of this public hearing is to receive comments on the Area Plan SFY 2018 – 2021.

Yvonne Keller  
Signed

Subscribed and sworn to before me this 16  
Day of February A.D., 20 17

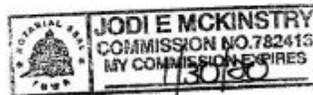
Jodi E McKinstry  
Notary Public

Received of \_\_\_\_\_

\_\_\_\_\_ the sum of \_\_\_\_\_

\_\_\_\_\_ Dollars.

In full for publication of the above notice.



AFFIDAVIT OF  
PUBLICATION

**Legal Notice**  
Northeast Iowa Area Agency on Aging will hold a public hearing at 10:00 AM on Wednesday, March 15, 2017 at the VFW located at 128 Third Avenue NE in Independence, Iowa or you may participate by conference call (contact Jenna Diehl at 319/874-6843). The purpose of this public hearing is to receive comments on the Area Plan SFY 2018 – 2021.  
**Decorah (Iowa) Public Opinion**  
February 7, 2017

STATE OF IOWA            } ss  
Winneshiek County        }

I, Brenda Hanson, being first duly sworn on oath, depose and say: That I am an employee of the Decorah News Co., publishers of the Decorah Public Opinion, a weekly newspaper of general circulation published at Decorah in Winneshiek County, State of Iowa; that the attached printed notice, which is annexed hereto, is cut from the columns of said newspaper and said attached printed notice was published in said newspaper for 1 consecutive week. The first publication of said attached printed notice was published in the issue of said newspapers on the 7th of February, A.D., 2017.

Publication fee \$4.82

Brenda Hanson

Affiant

Subscribed and sworn to me and in my presence by the said Brenda Hanson, an employee of the Decorah News Company publishers of The Decorah Public Opinion, this 7th day of February, 2017.

Amy A. Usgaard

 **AMY A. USGAARD**  
Commission Number 762371  
My Commission Expires  
March 29, 2019

# Northeast Iowa Area Agency on Aging

## Public Hearing

VFW – 128 3<sup>rd</sup> Avenue NE – Independence, IA

March 15, 2017 – 10:00 AM

### AGENDA

- I. Call to Order:
- II. The purpose of this public hearing is to receive comments on the first year of a new area plan cycle for SFY 2018 – 2021.
  - a direct service waiver for adult day services in the counties of Delaware and Jackson.
- III. Adjournment:

**NORTHEAST IOWA AREA AGENCY ON AGING  
PUBLIC HEARING  
March 15, 2017**

**ATTENDEES:**

**CITY:**

<u>Robert J. Brown</u>	<u>Cedar Falls</u>
<u>Sheela Sobra</u>	<u>Waterloo</u>
<u>Shirley E. Helmielch</u>	<u>Del. Co.</u>
<u>Wm. Wearda</u>	<u>Cresco</u>
<u>Jim Dylben</u>	<u>Cresco (Howard)</u>
<u>Jayne Denezel</u>	<u>Alubugue</u>
<u>Sally Myers</u>	<u>Waterloo</u>
<u>Donna Harvey</u>	<u>NE13A</u>
<u>Kathleen Kremer</u>	<u>Buchanan</u>
<u>Bob Clemens</u>	<u>Del.</u>
<u>Lula Gath</u>	<u>Magnolia</u>
<u>Ann Johnson</u>	<u>Winsted</u>
<u>Ann Anderson</u>	<u>Tama</u>
<u>Alyce Schaller</u>	<u>NE13A</u>
<u>Shirley Orr</u>	<u>NE13A</u>
<u>Wanda Shannon</u>	<u>NE13A</u>
<u>Gill Johnson</u>	<u>NE13A</u>
<u>Meg Jones</u>	<u>NE13A</u>
<u>Fran Zuber</u>	<u>Elkader</u>
<u>Connie Perry</u>	<u>New Providence</u>

NORTHEAST IOWA AREA AGENCY ON AGING  
PUBLIC HEARING  
March 15, 2017

ATTENDEES:

CITY:

Linda Rudolph

Delwin

Harry Rea

Dubuque

Richard Rosman

Preston

Rosie Bruno

W'loo

Jeffrey

Belleone

Vicki Rowland

Clemont

Janna Diehl

Waterloo

**Northeast Iowa Area Agency on Aging  
Public Hearing  
March 15, 2017  
10:00 A.M.  
VFW – 128 3<sup>rd</sup> Avenue NE – Independence, IA**

Present in person: see list attached

Present Conference Call: none

The purpose of this public hearing is to receive comments on the first year of a new area plan cycle for SFY 2018 – 2021 and announce the agency will provide a direct service waiver for adult day services in the counties of Delaware and Jackson.

Bob Brown chair of the Advisory Council declared the Public Hearing opened at 10:10 AM. and explained the reason for the hearing.

Greg Zars presented a power point on the Area Plan.

The public was invited to comment – no comments were received.

The Public Hearing was declared closed at 10:50 A.M.

## **Public Hearing Information**

All on May 5, 2017 - Posted at all meal sites, posted at all regional offices and emailed to a distribution list inclusive of older persons, organizations which serve older lowans and public officials – all located within the 18 county service area.

Posted on agency website and Facebook page – May 5, 2017

# **Northeast Iowa Area Agency on Aging**

**Public Hearing**

**Spectrum Building**

**607 Washington Street – Decorah, IA**

**May 19, 2017 – 10:00 AM**

## **AGENDA**

- IV. Call to Order:
- V. Welcome/Introductions:
- VI. Purpose of Public Hearing:
- VII. Review of Mandatory Services:
- VIII. Review of Priority Services:
- IX. Presentation of the Proposed SFY 2018 – 2021 Area Plan:
- X. Request to Provide Adult Day Services in the counties of Delaware and Jackson as Direct Services:
- XI. Questions/Comments:
- XII. Adjournment:

**Northeast Iowa Area Agency on Aging  
Public Hearing  
May 19, 2017  
10:00 A.M.  
Spectrum Building – 607 Washington Street – Decorah, IA**

Present in person: Donna Harvey, Dean Thompson, Alyce Schaller, Les Askelson, Vicki Rowland, Janna Diehl

Present Conference Call: none

The purpose of this public hearing is to receive comments on the new area plan cycle for SFY 2018 – 2021 and announce the agency will provide a direct service waiver for adult day services in the counties of Delaware and Jackson.

Donna Harvey, CEO of NEI3A declared the Public Hearing opened at 10:04 AM. and explained the reason for the hearing and review the Area Plan FY 2018 – 2021, reviewed mandatory services, reviewed priority services, reviewed the request for direct services to provide Adult Day services in the counties of Delaware and Jackson.

The public was invited to comment – no comments were received.

The Public Hearing was declared closed at 10:25 A.M.

Recording Secretary,  
Janna Diehl

## **Governing Body**

### **Governing Body for Northeast Iowa Area Agency on Aging**

**Updated On: January 1, 2017**

#### **Chair**

Name: Joyce Denczek  
Address: 4388 Camelot Dr, Apt 1  
City & Zip Code: Dubuque 52002  
County: Dubuque  
Phone: 563-580-6106  
E-mail: denczekjoyce@gmail.com  
Term Expires: 2022

#### **Vice-Chair**

Name: Robert Brown  
Address: 5311 Hyacinth Dr, #50  
City & Zip Code: Cedar Falls 50613  
County: Black Hawk  
Phone: 319-266-5062  
E-mail: bobnjudy62aol.com  
Term Expires: 2022

#### **Secretary/Secretary Treasurer**

Name: Vicki Rowland  
Address: Box 267  
City & Zip Code: West Union 52175  
County: Fayette  
Phone: 563-423-5154  
E-mail: superrowland@yahoo.com  
Term Expires: 2022

#### **Treasurer (if separate officer)**

Name: Elaine Eshbaugh  
Address: 217 Latham Hall - UNI  
City & Zip Code: Cedar Falls 50614  
County: Black Hawk  
Phone: 319-830-5536  
E-mail: elaine.eshbaugh@uni.edu  
Term Expires: 2022

#### **Other Members**

Name: Bob Clemen  
Address: 113 E. Butler, Apt 204  
City & Zip Code: Manchester 52057  
County: Delaware  
Phone: 563-927-6318  
E-mail: none  
Term Expires: 2022

Name: Shirley Helmricks  
Address: 1933 255<sup>th</sup> Str  
City & Zip Code: Manchester 52057  
County: Delaware  
Phone: 563-927-2515  
E-mail: supervisors@co.delaware.ia.us  
Term Expires: 2022

Name: LuAnn Goeke  
Address: 201 W. Platt Str  
City & Zip Code: Maquoketa 52060  
County: Jackson  
Phone: 563-652-3181  
E-mail: jcbos@co.jackson.ia.us  
Term Expires: 2022

Name: Dean Thompson  
Address: 217 Riverview Dr  
City & Zip Code: Decorah 52101  
County: Winneshiek  
Phone: 563-419-6047  
E-mail: dean.thompson@co.winneshiek.ia.us  
Term Expires: 2022

Name: Dan Byrnes  
Address: 1044 State Highway 76  
City & Zip Code: Waukon 52172  
County: Allamakee  
Phone: 563-568-1075  
E-mail: danebyrnes@gmail.com  
Term Expires: 2022

Name: Kathy Babcock  
Address: Box 355

City & Zip Code: New Hampton 50659  
County: Chickasaw  
Phone: 641-394-4053  
E-mail: [kbabcock@iowatelecom.net](mailto:kbabcock@iowatelecom.net)  
Term Expires: 2022

Name: Gary Bowden  
Address: 30674 Eagle Dr  
City & Zip Code: McGregor 52157  
County: Clayton  
Phone: 563-873-2308  
E-mail: none  
Term Expires: 2022

Name: Clark Wilharm  
Address: 117 11<sup>th</sup> Street  
City & Zip Code: Waverly 50677  
County: Bremer  
Phone: 319-352-2234  
E-mail: [clark@larrabecenter.org](mailto:clark@larrabecenter.org)  
Term Expires: 2022

Name: Dan Anderson  
Address: 1640 370<sup>th</sup> Str  
City & Zip Code: Tama 52339  
County: Tama  
Phone: 641-750-2430  
E-mail: [suganfarms@hughes.net](mailto:suganfarms@hughes.net)  
Term Expires: 2022

Name: Mark Kubik  
Address: 121 5<sup>th</sup> Ave W  
City & Zip Code: Cresco 52136  
County: Howard  
Phone: 563-547-5063  
E-mail: [kubikinc@mediacombb.net](mailto:kubikinc@mediacombb.net)  
Term Expires: 2022

## 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)

**All composition criteria satisfied by the Council**

**Advisory Council for Northeast Iowa Area Agency on Aging  
Updated on: January 1, 2017**

**Chair**

Name: Robert Brown  
Address: 5311 Hyacinth Dr, #50  
City & Zip Code: Cedar Falls 50613  
County: Black Hawk  
Phone: 319-266-5062  
E-mail: bobnjudyb62@aol.com  
Term Expires: 2022  
OAA Composition Criteria (1, 5, 7):

**Vice Chair**

Name: Les Askelson  
Address: 908 Pine Ridge Ct  
City & Zip Code: Decorah 52101  
County: Winneshiek  
Phone: 563-382-5845  
E-mail: les@kvikradio.com  
Term Expires: 2022  
OAA Composition Criteria (7):

**Other Members:**

Name: Chuck Bloxham  
Address: 522 5<sup>th</sup> Ave NW  
City & Zip Code: Waukon 52172  
County: Allamakee  
Phone: 563-568-3283  
E-mail: none  
OAA Composition Criteria (2, 7):  
Term Expires: 2024

Name: Don Wearda  
Address: 215 6<sup>th</sup> Ave E  
City & Zip Code: Cresco 52136  
County: Howard  
Phone: 563-547-5817  
E-mail: none  
OAA Composition Criteria (1, 2, 7):  
Term Expires: 2022

Name: Jan Dybevik  
Address: 217 7<sup>th</sup> Ave E  
City & Zip Code: Cresco 52136  
County: Howard  
Phone: 563-547-4184  
Email: jand\_cresco@hotmail.com  
OAA Composition Criteria (1, 2, 7):  
Term Expires: 2022

Name: Fran Zichal  
Address: Box 308  
City & Zip Code: Elkader 52043  
County: Clayton  
Phone: 563-245-2342  
E-mail: none  
OAA Composition Criteria (1, 2, 3, 7):  
Term Expires: 2022

Area Plan on Aging SFY 2018 – 2021

Name: Linda Ridihalgh  
Address: 1408 E. Knoll Ct  
City & Zip Code: Oelwein 50662  
County: Fayette  
Phone: 319-283-3006  
E-mail: none  
OAA Composition Criteria (1, 2, 7):  
Term Expires: 2022

Name: Jessica Keller-Cigrand  
Address: 3131 Hillcrest Rd  
City & Zip Code: Dubuque 52001  
County: Dubuque  
Phone: 563-588-1145  
OAA Composition Criteria (3, 7):  
Term Expires: 2022

Name: Bridgette Bartlett  
Address: 3637 Keymeer Dr  
City & Zip Code: Dubuque 52002  
County: Dubuque  
Phone: 563-588-2727  
E-mail: bbartlettMSW@icloud.com  
OAA Composition Criteria (3, 4, 7):  
Term Expires: 2022

Name: Gerry Rea  
Address: 3197 McCarthy Rd  
City & Zip Code: Bernard 52032  
County: Dubuque  
Phone: 563-879-3412  
E-mail: none  
OAA Composition Criteria (1, 2, 5 7):  
Term Expires: 2022

Name: Jo Fifield  
Address: 128 S. Riverview  
City & Zip Code: Bellevue 52031  
County: Jackson  
Phone: 563-542-6605  
E-mail: none  
OAA Composition Criteria (1, 2, 5, 7):  
Term Expires: 2022

Name: Mary Hamann  
Address: 3796 123<sup>rd</sup> Ave  
City & Zip Code: Maquoketa 52060  
County: Jackson  
Phone: 563-357-6635  
E-mail: none  
OAA Composition Criteria (1, 2, 5, 7):  
Term Expires: 2022

Name: Richard Rossmann  
Address: 432 W. South Str  
City & Zip Code: Preston 52069  
County: Jackson  
Phone: 563-689-5561  
E-mail: none  
OAA Composition Criteria (1, 2, 5 7):  
Expires: 2022

Name: Wanda Cornelius  
Address: 31578 150<sup>th</sup> Str  
City & Zip Code: Bellevue 52031  
County: Jackson  
Phone: 563-672-3262  
E-mail: none  
OAA Composition Criteria (1, 2, 5, 7):  
Term Expires: 2022

Name: Thelma Nissen  
Address: 408 N. Walnut Str  
City & Zip Code: Maquoketa 52060  
County: Jackson  
Phone: 563-652-4595  
E-mail: none  
OAA Composition Criteria (1, 2, 5, 7):  
Term Expires: 2022

Name: Jerry Gade  
Address: 506 E. Maple Ave  
City & Zip Code: Conrad 50621  
County: Grundy  
Phone: 641-366-2941  
E-mail: bjgade@earthlink.net  
OAA Composition Criteria (1, 2, 7):  
Term Expires: 2022

Area Plan on Aging SFY 2018 – 2021

Name: Sheila Bohr  
Address: 2101 Kimball, #121  
City & Zip Code: Waterloo 50702  
County: Black Hawk  
Phone: 319-272-2552  
E-mail: rsvpwaterloo1@hotmail.com  
OAA Composition Criteria (1, 4, 5):  
Term Expires: 2022

Name: Sharon Harms  
Address: 17203 F Ave  
City & Zip Code: Wellsburg 50680  
County: Grundy  
Phone: 641-869-5168  
E-mail: harmssharon@yahoo.com  
OAA Composition Criteria (1, 2, 7):  
Term Expires: 2022

Name: Mike Gilchrist  
Address: Box 255  
City & Zip Code: Toledo 52342  
County: Tama  
Phone: 239-770-6203  
E-mail: mike@awe Iowa.com  
OAA Composition Criteria (7):  
Expires: 2022

Name: Joyce Buck  
Address: 215 Rainbow Dr  
City & Zip Code: Marshalltown 50158  
County: Marshall  
Phone: 641-752-5380  
E-mail: jbuck1940@gmail.com  
OAA Composition Criteria (1, 5, 7):  
Term Expires: 2022

Name: Linda VonHolten  
Address: 2608 S. 2<sup>nd</sup> Str, Ste E  
City & Zip Code: Marshalltown 50158  
County: Marshall  
Phone: 641-752-0279  
E-mail: mcvc@cirsvp.org  
OAA Composition Criteria (4, 5):  
Term Expires: 2022

Name: Father Walter Brunkan  
Address: 105 N. Main Str  
City & Zip Code: Greene 50636  
County: Butler  
Phone: 641-823-4146  
E-mail: stmarys@iowatelecom.net  
OAA Composition Criteria 1, (2, 7):  
Term Expires: 2022

Name: Rosie Bruns  
Address: 821 Hammond Ave  
City & Zip Code: Waterloo 50702  
County: Black Hawk  
Phone: 319-290-3757  
E-mail: rosiebruns@gmail.com  
OAA Composition Criteria (1, 2, 7):  
Term Expires: 2022

Name: Ed Holm  
Address: 229 E. Park Ave  
City & Zip Code: Waterloo 50703  
County: Black Hawk  
Phone: 319-233-5213  
E-mail: eholm@inrcog.org  
OAA Composition Criteria (4, 7):  
Term Expires: 2022

Name: Marcia Bauer  
Address: 2309 Muncy Ave3  
City & Zip Code: Waterloo 50701  
County: Black Hawk  
Phone: 319-233-8615  
OAA Composition Criteria (3, 7):  
Term Expires: 2022

Area Plan on Aging SFY 2018 – 2021

Name: Ralph Kremer  
Address: 2265 Diagonal Blvd  
City & Zip Code: Independence 50644  
County: Buchanan  
Phone: 319-332-1315  
E-mail: none  
OAA Composition Criteria (1, 5, 6, 7):  
Term Expires: 2024

Name: Lamoyne Gaard  
Address: 931 Summer Str  
City & Zip Code: Grinnell 50112  
County: Poweshiek  
Phone: 641-236-3598  
E-mail: lamoyne@iowatelecom.net  
OAA Composition Criteria (2, 6, 7):  
Term Expires: 2022

Name: Connie Perry  
Address: 30634 O Ave  
City & Zip Code: New Providence 50206  
County: Hardin

Name: Jason Mohr  
Address: 531 Commercial Str  
City & Zip Code: Waterloo 50701  
County: Black Hawk  
Phone: 319-232-6657  
E-mail: Jason\_mohr@grassley.senate.gov  
OAA Composition Criteria (6, 7):  
Term Expires: 2022

Name: Ron Welper  
Address: 1120 W. 8<sup>th</sup> Str  
City & Zip Code: Waterloo 50702  
County: Black Hawk  
Phone: 319-234-6013  
E-mail: none  
OAA Composition Criteria (2, 6, 7):  
Term Expires: 2022

Phone: 319-929-0173  
E-mail: constance.perry@hospicecom.com  
OAA Composition Criteria (4, 7):  
Expires: 2024

**LifeLong Links Advisory Council**

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

**Updated On:**

**1/2/17**

**Chair**

Name: Lynn Peters  
Address: 100 Wartburg Blvd  
City & Zip Code: Waverly 50677  
County: Bremer  
  
Phone: 800-772-2085  
E-mail: lynn.peters@wartburg.edu  
Term Expires: ongoing

**Secretary/Secretary Treasurer**

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

**Other Members:**

Name: Mary Jo Pint  
Address: Box 388  
City & Zip Code: Waterloo 50704  
County: Black Hawk  
Phone: none  
E-mail: nursepint@yahoo.com  
Term Expires: ongoing

Name: Mike Howell  
Address: 3420 University Ave  
City & Zip Code: Waterloo 50701  
County: Black Hawk  
Phone: 319-234-0319  
Email: none  
Term Expires: ongoing

**Vice Chair**

Name: Bob Lincoln  
Address: 1407 Independence Ave  
City & Zip Code: Waterloo 50703  
County: Allamakee/Black Hawk/Chickasaw/Fayette/Grundy/Howard/Tama/Winneshiek  
Phone: 855-266-1257  
E-mail: none  
Term Expires: ongoing

**Treasurer (if separate officer)**

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

Name: Todd Rickert  
Address: 704 H Ave  
City & Zip Code: Grundy Center 50638  
County: Grundy  
Phone: 319-824-6779  
E-mail: toddr@gcourthouse.org  
Term Expires: ongoing

Name: Tom Eachus  
Address: 3251 W. 9<sup>th</sup> Str  
City & Zip Code: Waterloo 50702  
County: Black Hawk  
Phone: 319-234-2893  
E-mail: teachus@bhgmhc.com  
Term Expires: ongoing

Name: Marcia Bauer  
Address: 3420 University Ave  
City & Zip Code: Waterloo 50701  
County: Black Hawk  
Phone: 319-266-3352  
E-mail: Marcia.bauer@blind.state.ia.us  
Term Expires: ongoing

Name: Teresa Fisher  
Address: 1407 Independence  
City & Zip Code: Waterloo 50703  
County: Black Hawk  
Phone: 800-362-2178  
Term Expires:  
ongoing

Name: Mary Wankowicz  
Address: Box 93  
City & Zip Code: Dysart 52224  
County: Tama  
Phone: 319-239-6881  
E-mail: murphy59@fctc.coop  
Term Expires: ongoing  
Name: Chris Sparks

Address: 760 Ansborough  
City & Zip Code: Waterloo 50701  
County: Black Hawk  
Phone: 319-232-6671  
E-mail: none  
Term Expires:  
ongoing

Name: Lori Lorenzen  
Address: 1407 Independence  
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E-mail: llorenzen@co.black-hawk.ia.us  
Term Expires: ongoing

Name: Bonnie Sadler  
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County: Black Hawk  
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E-mail: bonnie@nucara.com  
Term Expires:  
ongoing

Name: Cheryl Neill  
Address: 2101 Kimball Ave  
City & Zip Code: Waterloo 50702  
County: Black Hawk  
Phone: 319-272-8000  
E-mail: Cheryl.neill@wfhc.org  
Term Expires: ongoing

Name: Amy Hylton  
Address: 425 Cedar Str  
City & Zip Code: Waterloo 50701  
County: Black Hawk  
Phone: 319-235-6244  
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Term Expires: ongoing

Name: Dawn Potter  
Address: 3420 University Ave  
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E-mail: [dpotter@northstar.org](mailto:dpotter@northstar.org)  
Term Expires: ongoing

Name: Susan Pedrick  
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County: Black Hawk  
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E-mail: [susan.pedrick@wfhc.org](mailto:susan.pedrick@wfhc.org)  
Term Expires: ongoing

Name: Judi Gifford  
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Phone: 319-291-2413  
E-mail: [jgifford@co.black-hawk.ia.us](mailto:jgifford@co.black-hawk.ia.us)  
Term Expires: ongoing

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County: Black Hawk  
Phone: 319-291-2065  
E-mail: [bgrant@operationthreshold.org](mailto:bgrant@operationthreshold.org)  
Term Expires: ongoing

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City & Zip Code: Waverly 50677  
County: Bremer  
Phone: 319-352-2993  
E-mail: [jheidemann@co.bremer.ia.us](mailto:jheidemann@co.bremer.ia.us)  
Term Expires: ongoing

Name: Bob Brown  
Address: 5311 Hyacinth Drive, #50  
City & Zip Code: Cedar Falls 50613  
County: Black Hawk  
Phone: 319-266-5062  
E-mail: [bobjudyb62@aol.com](mailto:bobjudyb62@aol.com)  
Term Expires: ongoing

Name: Jennifer Lightbody  
Address: 905 Franklin Str  
City & Zip Code: Waterloo 50703  
County: Black Hawk  
Phone: 319-272-4300  
Email: [jlightbody@peoples-clinic.com](mailto:jlightbody@peoples-clinic.com)  
Term Expires: ongoing

Name: Kim Jensen  
Address: 760 Ansborough Ave  
City & Zip Code: Waterloo 50701  
County: Black Hawk  
Phone: 319-232-6671  
E-mail: [arccv@epIService.org](mailto:arccv@epIService.org)  
Term Expires:  
Ongoing

Area Plan on Aging SFY 2018 – 2021

Name: Sheila Bohr  
Address: 2101 Kimball  
City & Zip Code: Waterloo 50702  
County: Black Hawk  
Phone: 319-272-2250  
E-mail: rsvpwaterloo1@hotmail.com  
Term Expires: ongoing

Name: Jason Mohr  
Address: 531 Commercial Str  
City & Zip Code: Waterloo 50701  
County: Black Hawk  
Phone: 319-232-6657  
E-mail: Jason?mohr@grassley.senate.gov  
Term Expires: ongoing

Name: Nate Greiner  
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County: Black Hawk  
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Name: Vivian Meyer-Betts  
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Name: Heather Demsky  
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Name: Terry Helinski  
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Name: Cindy Wiles  
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County: Black Hawk  
Phone: 319-277-2141  
Email: cindy.wiles@westernhome.org  
Term Expires: ongoing

Name: Eric Donat  
Address: 610 E 4<sup>th</sup> St, Apt 67  
City & Zip Code: Waterloo 50703  
County: Black Hawk  
Phone: 319-404-3544  
E-mail: eric-donat@hotmail.com  
Term Expires: ongoing

## **Attachments**

### Authorized Signatures

Area Plan on Aging SFY 2018 – 2021

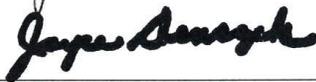
#### Authorized Signatures

Name of Area Agency on Aging: Northeast Iowa Area Agency on Aging  
Street Address: 2101 Kimball Avenue  
City, State, Zip Code: Waterloo, IA 50702

Type of Agency: Private Non-Profit  
Date of Area Agency on Aging Designation: 7-1-2013

*AUTHORIZED SIGNATURES FOR FUNDING APPLICATIONS AND CONTRACTS*

Print Name: Donna Harvey  
  
Signature of Executive Director 3/28/2017  
Date Signed

Print Name: Joyce Denczek  
  
Signature of Chair, Governing Body 3-28-17  
Date Signed

*AUTHORIZED SIGNATURES FOR FISCAL REPORTS*

Print Name: Donna Harvey  
  
Signature of Executive Director 3/28/2017  
Date Signed

Print Name: Joyce Denczek  
  
Signature of Chair, Governing Body 3-28-17  
Date Signed

Print Name: Alyce Schaller  
  
Signature of Finance Manager 3-30-17  
Date Signed

*AUTHORIZED SIGNATURES FOR PROGRAM REPORTS*

Print Name: Donna Harvey  
  
Signature of Executive Director 3/28/2017  
Date Signed

Print Name: Gregory Zars  
  
Signature of Deputy Director 3/30/17  
Date Signed

### **Grievance Procedures**

NEI3A grievance procedures are available to the public upon request by calling Lifelong Links, NEI3A, or visiting NEI3A.org – specifically <http://www.nei3a.org/about-nei3a/grievance-policy.aspx> .

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

Please confirm that the information detailed below is current in the SAMS database system for your agency.

### *NUTRITION SERVICES*

Agency staff reviewed the following Nutrition Services information entered into SAMS and verifies that the information is current as of **3/1/2017**.

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 verifies that the information is current as of **3/1/2017**.

### *Senior Centers and Focal Points*

A focal point means a facility established to encourage the maximum collocation and coordination of services for older individuals.

NEI3A defines a focal point as a location where staff are able to assist consumers with all NEI3A services. NEI3A offers 4 focal points in Decorah, Dubuque, Marshalltown, and Waterloo. NEI3A identified these locations using several criteria:

- They are among the largest cities in the PSA
- They are located in cities in which NEI3A offices employ staff in nutrition, options counseling, and case management
- They are geographically dispersed as such that every county in the PSA is adjacent to at least one county containing a focal point

Agency staff reviewed the Senior Center and Focal Point information entered into SAMS and verifies that the information is current as of **3/1/2017**.

### **Emergency Plan Summary**

The agency has an emergency plan and participates in COADs/VOADs/Long Term Recovery Committees in the counties that have them as well as an agency representative serves on the IDHRC (IA VOAD). The agency holds a tornado drill in the spring and a fire drill in the fall at each of the 18 county locations to test the agency's plan and collaborates with county emergency management coordinators for specialized training – most recently an active shooter drill.

For preparedness and planning an NEI3A representative attends regular meetings of county COADS/VOADS/Long Term Recover meetings in the counties that have them as well as the State VOAD (IDHRC) – these committees include representatives from county emergency managers, first responders, city representatives, county representatives and those who would react to any disaster in the 18 county service area. During a disaster these committees would be activated by the county emergency manager and our agency would be contacted to work with others to provide support where needed such as case management services for assessments, call center services, durable medical equipment, and contacting our own clients when needed.