

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

Connections Area Agency on Aging PSA # 6

Area Plan on Aging SFY 2018 – 2021



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

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Executive Summary

Connections Area Agency on Aging has worked for over a year to develop our Area Plan on Aging for FY'2018-2021. The focus of the three goal areas in which the state has asked us to concentrate involves nearly every agency program.

Elder Abuse Awareness and Prevention is a program in which service units increase rapidly when consumers are engaged and informed. In our central region, particularly in the Council Bluffs community, we report the most units of service because the service is better known. We know that with heightened marketing come increased calls and inquiries for the program. We also know from experience in areas where the program is more established that when we are able to intervene earlier with information and options, we can avoid crisis situations in some instances. We will be marketing and promoting the program with extra emphasis in the most rural, least populated counties in southern Iowa where the average age of residents is older, and the poverty level is higher.

We know that older Iowans and their caregivers who are informed and engaged make better decisions and choices, and we are committed to helping consumers and the public in our PSA achieve that over the next four years. We know the value of LifeLong Links™, and we know that our consumers who utilize Iowa's Aging and Disability Network cite overwhelming satisfaction with the service. We also know that it is an under-utilized service that could and would be a valuable resource to all Iowans. The statewide network has undergone many changes over the nearly three years that all six AAAs have implemented it. We've operated it, largely without adequate funding, we've undergone transition of a new database and phone system, and we've dealt with significant turnover due to staff defections due to Managed Care hiring staff away from the agency. We realize that we have little control over those things, but what we can control, we do. Our focus for Informed Decision making starts with us: Our staff is dedicated to educating and informing ourselves about available resources in our PSA with a focus on elevating our disability awareness. We also have control over marketing efforts, and we plan to cross train some of our Options Counselors to "drop in" to community agencies, Physicians' offices and clinics and other outlets to help us spread the word about LLL and Connections AAA services.

The third goal focuses with keeping consumers safely independent, residing in the community of their choice. Embedded in our plan is an emphasis on rural areas, because in rural communities it is often challenging to find service providers to maintain older Iowans in their own home. The Meals on Wheels Association often cites survey results indicating that meals are the most mentioned service that allows older individuals to remain independent.

Context

Connections Area Agency on Aging is PSA #6, and our service area is comprised of 20 counties in western, southwestern and south central Iowa. Geographically we form a scraggly “L” shape along Iowa’s southwestern corner. Our service area shares borders with South Dakota, Nebraska, and Missouri, and our largest population center, Council Bluffs, is considered part of the Omaha, Nebraska Metropolitan area. We maintain convenient office locations in three communities: Creston, Sioux City, and in our corporate headquarters of Council Bluffs.

The counties of our service area are as follows: Adair, Adams, Cass, Cherokee, Clarke, Decatur, Fremont, Harrison, Ida, Mills, Monona, Montgomery, Page, Plymouth, Pottawattamie, Ringgold, Shelby, Taylor, Union, and Woodbury. Major industries in our PSA include manufacturing, agriculture, casino gambling, Google, and there are many small private businesses as well.

With the exception of two cities, Council Bluffs and Sioux City, our PSA is extremely rural in nature. The charts below indicate our population of eligible consumers for Older Americans Act programming:

60+ Population

60+	60-64	65+	75+	85+
87,490	22,995	64,495	32,965	10,305

Target Population

60+ Poverty	60+ Minority	60+ Minority Poverty	60+ Rural
7,056	1,639	247	43,228

As indicated, nearly half of our eligible consumers reside in rural areas of our service area. This poses unique challenges in service delivery as Connections sometimes struggles to identify service providers to refer to our rural clientele. By 2030, all but two counties of PSA 6 (Pottawattamie and Woodbury) will see at least 20% of their population be aged 60 or older.

Connections AAA is preparing to start our fifth year as an agency that brought together three former Area Agencies on Aging. Each year we continue to learn more about our expanded service area and each region’s uniqueness and opportunities. We continue to blur the former geographic territories as we provide service to our 20 counties, and employ best practices and share efficiencies.

Preparation for this Area Plan began with a comprehensive needs assessment evaluation. This process included staff members that are based out of all three of our office locations to achieve regional flavor. We also garnered feedback from our three regional advisory council groups. A written survey was distributed to our board of directors for their feedback. We conducted this needs assessment by asking the following four questions of participants:

1. What services do we currently provide that apply to the goal areas?
2. What would “perfect” programming for each service area look like? What would be our ideal?
3. What will the consequences be if we don’t achieve success with our programming for each goal area?
4. What are strategies to overcome any barriers for successful programming?

After we convened our internal groups in this activity, we scheduled three focus groups to help us finalize some gaps and strategies for the plan. They were held on the following dates:

November 16th in Sioux City

November 17th in Creston

November 18th in Council Bluffs

These focus groups were by invitation to maximize the opportunity for participation. We invited elected officials, faith-based organizations, service providers, aging and disability consumers, and family caregivers. All factions were represented at all three focus groups. This data was added to the internal needs assessment materials and then the information was shared with program staff and the plan was developed.

Trends in PSA:

- We continue to see a highly rural service area with most counties aging. (higher percentage of individuals in the county age 60 and older). Many of these rural consumers do not have family caregivers available to assist them, other than a spouse who is also aging. Many adult children have moved away to an urban setting for work, so rural individuals are often aging alone, with little family help.
- Congregate meal site attendance is declining in all settings, both rural and urban and some sites are struggling to remain open.
- Fewer individuals are willing to volunteer to deliver meals to homebound individuals, especially in rural areas.
- Lower income individuals are having challenges in maintaining their homes or being able to afford the updates needed to keep the homes in a state that is safe.
- Bedbugs are a problem in all areas of western, southwestern and south central Iowa.

These trends pose significant service delivery challenges to the agency, and many are addressed in this Area Plan.

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.

Connections AAA has a vibrant community-engaged Elder Abuse Prevention and Awareness Program (EAPA). We administer the program through our LifeLong Links™ Aging and Disability Resource & Referral program. We employ Options Counselors in all three regional offices of our service area who are trained with an Elder Abuse Specialty. When the Information and Referral Specialist conducts an intake and it is determined that the consumer needs to be referred to our EAPA program, one of these Options Counselors is assigned to the individual. At this point an EAPA consultation begins. EAPA consultation serves as an in-depth intake process, after which, the client may be moved to an Assessment and Intervention phase where the EAPA staff member may conduct a home visit or set up a meeting with family members to assess the individual’s current situation, identify resources and options and present the data to the consumer and his/her family. All of our EAPA staff are also involved with Training and Education, both for fellow staff members and professionals in the community and for consumers and family members. Examples of Training and Education are presentations to civic organizations and senior centers, Lunch & Learn sessions for CAAA staff members, exhibiting at community events and facilitation of community provider meetings.

Our typical consumer is female (56%); age 72; lives alone (52%) and resides in an urban setting (primarily 80% of our EAPA consumers live in either Sioux City or Council Bluffs). The issues that continually present themselves to us as EAPA issues include self-neglect, financial exploitation. The cases vary but themes that we are seeing are the inability or disinterest in the upkeep of one’s home which puts the individual at risk for being homeless or family members or strangers who either take money or live off of older Iowans.

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

Measure	Purpose: Evaluate Agency's Ability...
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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.

Connections AAA provides Legal Assistance through a contract with Iowa Legal Aid. In addition, we try to assist in the promotion of the Older Iowan Legal Series. While we do not receive detailed information about the clients served through our contract due to attorney/client privilege we typically serve approximately 500 consumers each year with legal service. Those 500 clients receive 630 units of service. The agency refers individuals to Legal Aid for a variety of reasons, but the most prevalent reasons are for Power of Attorney preparation, Medicaid eligibility, Social Security Disability issues, Miller Trust, and Nursing home eligibility cases.

Collaborations/Partnerships to support Goal 1

Connections AAA participates in county community provider meetings to aid in the implementation of our EAPA program. It is beneficial for awareness of the program and to learn of community events where consumers might access EAPA program services. In Council Bluffs, where we have offered EAPA programming for the longest period of time we have an ongoing Elder Abuse Coalition which is comprised of Law Enforcement, the city inspector, residential facilities, mental health and community providers. On a smaller scale, we also have an EAPA coalition in Red Oak. A similar coalition is in infancy stages in the greater Sioux City area and is in the planning stages in the Creston community.

Strategies to Address Service Gaps

To determine the gaps and strategies for Goal 1, we convened staff and our Advisory Council; we surveyed our Board of Directors and we held focus groups in addition to analyzing service data.

1. EAPA REFERRALS ARE OFTEN RECEIVED TOO LATE FOR PREVENTATIVE INTERVENTIONS AND STRATEGIES.

Strategies to address service gap.

- Elder Rights staff will increase their training and education units by participating in community events such as health fairs, speaking engagements, faith-based community meals and health and community based networking groups.
- Outreach to career fields in our service area that “touch” the lives of seniors including Mental Health providers, Substance Abuse providers, Domestic Violence coalitions and the faith based community.

2. *Elder Rights Services are underused in our eastern region and rural portions of our PSA.*

Strategies to address service gap.

- Hire a marketing person in our eastern region which has the fewest EAPA units
- We need to build the coalitions in the east and north, just as we have in the central region, bringing law enforcement, county attorneys, physicians' and clinics, mental health, public health and in home providers together to better serve seniors in need in a comprehensive manner.
- Send EAPA materials with home-delivered and frozen meal consumers in rural communities, particularly in the eastern region
- EAPA staff will increase presentations at agency congregate meal sites
- We will increase staff efforts in MIPPA information marketing in eastern region

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

Strategies to address service gap.

- Develop and implement a bed-bug policy and priority system as the typical bed-bug eradication is approximately \$1500
- Apply for regional housing trust funding to augment and diversify funding streams for EAPA cases of home repair and maintenance.
- Form partnerships with Community/Technical colleges, unions or private sector businesses in service area to have students or apprentices work on projects for seniors including HVAC, plumbing, home-modification, etc.

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.

The agency 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

Connections AAA is one of six central coordination sites for LifeLong Links™ (LLL). Consumers, their families and caregivers can access LLL by calling the LLL toll free number; the PSA toll free number or local number, by clicking on the LLL or Connections website or by walking into one of our three regional offices. Once an intake is completed by an AIRS certified I & A specialist, the consumer may be referred on for more in-depth intervention with a referral to an Option Counselor. Examples of an internal referral could include application to case management, Elder Abuse Assistance, Family Caregiver programming, Senior Health Insurance Information Program or Senior Corps. Referrals could also be made to community agencies who serve Iowans with disabilities; mental health providers, or residential entities.

If a caller is determined to require more than general information or a basic referral, an Options Counselor is assigned to work one on one with the consumer.

Information & Referral / Access Assistance.

Consumers, their families and caregivers can access Connections PSA by calling the PSA toll free number or local number, by clicking on the Connections website or by walking into one of our three regional offices. An intake is completed via the IR Screening Tool in Harmony by an AIRS certified IR&A specialist. If the contact is seeking basic information, an IR&A Specialist provides the contact with the information they are seeking. If the IR&A Specialist determines the contact needs further assistance other than basic information, a referral to a local Options Counselor is made within Harmony. The typical consumer for Connections are individuals 60+ seeking services for themselves, or concerned family members seeking information for a loved one 60+. The most common topics of information sought from a contact is regarding in home assistance and how to pay for those services. Secondary common topics discussed are regarding subsidized housing and transportation options.

Options Counseling.

Consumers, their families and caregivers have accessed the Connections PSA via the IR&A/Access Assistance process. When an IR&A Specialist determines the contact is in need of further assistance other than basic information, a referral to a local Options Counselor is made within Harmony. Within 48 hours the Option Counselor contacts the referral to establish what type of assistance the consumer might need. Once contact is made with the referral the Option Counseling Assessment is started with the referral in the Harmony system. If the referral/contact requests a face to face visit or the Option Counselor determines a face to face meeting is necessary, a meeting time and date is set. Once the Option Counseling assessment is completed and the referral/consumer has determined their action plan through interaction with the Option Counselor, a written action plan is established and signed by the referral/consumer. The Option Counselor will follow up with each referral/consumer 30 days after the establishment of the action plan to determine if further assistance is needed. The typical consumer for Connections are individuals 60+ seeking services for themselves, or concerned family members seeking information for a loved one 60+. The most common issues addressed by a referral/consumer is regarding in home assistance and how to pay for those services, which often leads to assistance with applications for financial assistance. Secondary, common issues discussed are regarding the overall safety of a referral/consumer in their home of choice, and the service options available to help the referral/consumer be as safe and independent as possible.

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

Connections AAA provides Nutrition Education through our 43 congregate meal sites and through our home-delivered meal program. The Nutrition management team in conjunction with the advisement of a contracted registered dietitian, develops an 18-month booklet entitled "Nutrition Education Presentation Material". Each booklet contains valuable information on a variety of aspects of the benefits of nutritional elements of food, food safety and sanitation, and how to store and how long to save fresh food items. Also included in the booklet are fun activities like crossword puzzles and word searches to complement the

lessons. The meal site managers conduct a Nutrition Education presentation twice per month. The Fresh Conversations Program is also provided at participating meal sites with interaction for the clients to round out the nutrition education. To serve our home-delivered meal participants, materials in the booklet are copied and sent out with the hot noon meal. The typical Nutrition Education participant is 77 years of age, 67% are female, and 58% live alone. Fifty nine percent live in a rural setting. In FY'2016, we served 1293 unduplicated clients with this service. Of those, 400 or 31% had a high nutrition risk, and 258 or 20% cited that they had an illness that required them to change their diet or had an effect on the types of foods that they eat.

NUTRITION COUNSELING

Connections AAA will be offering the service of Nutrition Counseling on a limited regional basis in our five northern counties, as this where we have contracted with a registered dietitian. Nutrition counseling will be done with those clients with the highest nutrition risk factor.

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 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.
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

Connections AAA seeks every opportunity to engage and educate the public and eligible and potential participants about our services, trends and current events in the aging network, topics of interest and benefit to older lowans and their families and caregivers, and disability issues. We achieve this through a multifaceted approach that includes public speaking opportunities, exhibiting at health/wellness and community fairs, press releases, public forums, newsletter submissions, social media and website postings, and business to business marketing. Emerging trends include reminders about Medicare Part D enrollment and comparisons, working caregiver issues, issues related to health and well-being, and heightened awareness of frauds and scams.

Strategies to Address Service Gaps

To determine the gaps and strategies for Goal 2, we convened staff and our Advisory Council; we surveyed our Board of Directors and we held focus groups in addition to analyzing service data.

1. *THERE IS AN UNDERSERVED POPULATION THAT NEEDS NUTRITION COUNSELING*

Strategies to address service gap.

- We have entered into a contract with a registered dietitian in Sioux City to provide nutrition counseling on a regional basis.
- We will prioritize consumers in our northern region based on nutrition risk scores for one-on-one nutritional counseling. Dietitian will provide nutritional counseling in group settings at the congregate meal sites in northern region

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

Strategies to address service gap.

- We will staff a marketing point person in each of our three offices.
- We will tailor materials to market the benefits of LifeLong Links for physicians and clinics
- We will develop some LifeLong Links materials tailored to family caregivers
- We will tailor some materials to share with hospital and nursing discharge planners so that they understand what we are able to offer their patients who are transitioning.
- Marketing point persons shall establish a list of “drop-in” locations in each county and assign staff traveling to those counties to stop by three locations per trip out to the county to introduce themselves, leave materials and begin conversation and education about Connections AAA. Locations included on this targeted list are: Physicians and health clinics, hospitals, public health, churches, provider offices, city and county offices, community centers, and local businesses where eligible consumers convene.
- We will approach other community colleges in our region to replicate a partnership that we’ve developed with Western Iowa Technical College to offer non-credit educational series about aging and caregiving.
- We will approach our community colleges to see if we can conduct a regular or sporadic series on aging issues with those that have television channels and production coursework.

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

Strategies to address service gap.

- We will develop an in-service schedule that addresses resources for aging and disability needs.
- Staff will elevate awareness of chronic illness and disease associations' resources for individuals, both on a regional and national level. As a result of learning more about illnesses, organizations and resources, Connections can provide better options with greater confidence to our consumers.
 - More individuals with Parkinsons are presenting themselves through our intake and referral processes.
 - There are adult day care facilities in our PSA for individuals with intellectual disabilities.
 - Identify support groups for the disability population.
- Staff will utilize LifeLong Links™ Advisory Council disability representatives for in-service opportunities and education.
- We will develop an employee newsletter to better share information and resources among staff.
- Staff will attend current community provider partner meetings in counties that hold them, and help to develop them in counties that currently do not have them to achieve better awareness and communication.

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.

The agency 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

Connections AAA serves approximately 150 individuals (age 60 years of age and older) through our non-waiver Case Management program. We utilize a combination of service providers through our Purchase of Service program to develop with our consumers a plan of care to enable them to maintain their independence and remain in their own home for as long as safely possible (an average of 42 months). Examples of services that might be accessed are Homemaker, Personal Care, Emergency Response Systems, Meals, Transportation and Chore. 64% of our Case Management clients live alone; the average age of clients is 78; and 71% are female. Following the concentration of population, 69% of consumers reside in cities; and only 31% are rural. Trends that we are seeing through our case management program are that more individuals are unable to afford repairs and upkeep to their homes, resulting in increases for material aid and financial assistance for home repairs.

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.

Connections AAA provides hot meals to qualified individuals in a congregate or social environment. We currently have 43 congregate meal sites in our PSA. All meals are prepared by Valley Services in three regional kitchen centers and delivered to each site daily. All meals comply with the Dietary Guidelines for Americans 2015-2020 or the Iowa Menu Approval Guidelines; if

one meal is served, a minimum of 33 and 1/3 percent of the current daily recommended dietary allowances are represented in that meal. There has been a decrease of 26% in congregate meal participation; of that 20% are in the age bracket of 60-65. 50% of the congregate meal participants are single. This indicates an emerging trend that the baby boomers are remaining in the work force longer or choosing other meal options rather than attending a congregate meal site. Also available at our congregate meal sites are active social activities, Evidence Based Programs such as Tai Chi and Matter of Balance, cooking and exercise classes, pertinent aging information, insurance counseling, and other information about agency programs and services.

Almost one half of our congregate meal consumers live alone; the majority are female (67%), and most reside in a rural setting (57%). Nearly ¾ of all participants are within 185% of the the poverty level. Connections served over 80,000 congregate meals in FY'2016 to 2443 unduplicated clients. Of those 8% stated that they ate fewer than two meals per day, and 28% scored a high nutrition risk.

Home Delivered Meals.

Like the meals for our congregate program, Connections AAA utilizes catered meals from Valley Services for our home-delivered meal program. In order to receive home-delivered meals, a consumer must meet eligibility requirements. Each meal complies with the State of Iowa Dietary Guidelines and provides a minimum of 33 and 1/3 percent of the current daily recommended dietary allowances. There has been a 33% decline in our hot home delivered meal program with most of the reduction coming from the 60-65 age brackets. We are introducing a new line of frozen meals which will include allowances for special diets such as renal, diabetic, and gluten free options to expand the program. We have also had success in the past three years by reaching out to the most rural pockets of our PSA and offering frozen meals to provide nutrition to those needing a home delivered meal when a hot home delivered meal is unavailable. Shelf stable meals are also gaining popularity.

We have found that the home delivered meal clients have illnesses and use medications that induce fatigue and so often eating a hot meal at noon is not conducive with their schedule if they sleep later into the morning. By expanding the frozen and shelf stable meal services, the clients are able to eat at times of their own choosing. We regularly update our menu of available meals to maintain variety for our hot, frozen and shelf stable home-delivered consumers.

In contrast to our congregate meal program, most of our home-delivered consumers reside in an urban setting (67%). This is largely due to the fact that we have two major Meals on Wheels Programs – one in Sioux City and one in Council Bluffs. The average age of our home-delivered meal client is 78; 65% are female and 64% live alone. An overwhelming majority (85%) are within 185% of the poverty level. Of the nearly 1375 Home-Delivered meal recipients, 22% eat fewer than two meals per day, and 69% indicate a high nutrition risk factor.

Evidence-Based Health Activities.

Connections AAA currently offers Matter of Balance, Powerful Tools for Caregivers, and Tai Chi programs. Classes are held at libraries, community centers, senior apartment complexes and senior center locations. Typical participants are Caucasians who are an average age of 77 years. Approximately 91% are female, and nearly 70 reside in a non-rural setting. Forty-two percent are below poverty income and 79% are 185% of poverty level. Eighty percent of the participants live alone.

Health Promotion and Disease Prevention.

Connections AAA provides this service through our congregate meal site locations. Local healthcare professionals and home health providers visit the senior centers up to twice a month. Examples of these sessions include blood pressure checks, foot and eye clinics, and programs on overall health from providers. A majority of Health Promotion and Disease Prevention consumers are female (69%), rural (57%) and are 78 years of age.

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

Measure	Purpose: Evaluate Agency's Ability...
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.

Connections AAA provides Chore Service through contracts with two providers serving five counties. Other types of in home services include Homemaker, Material Aid (Personal Emergency Response Units) and new in FY'2018, Personal Care. These three services are delivered through our Purchase of Service program, and consumers of these programs are given the opportunity to make a suggested contribution for the service. Chore service is available in Adair, Clarke, Harrison, Pottawattamie and Union counties. This geographical availability is due to contractor defined limitations. Homemaker, Material Aid and Personal Care are available in all counties of our PSA. Potential Chore service clients are referred to the providers, who register the client and report data and units to Connections. Services accessed through the Purchase of Service program are registered with Connections staff, and a request form is submitted for the service needed. The request can be submitted by a Case Manager, an Options Counselor, a Family Caregiver Specialist or an Elder Abuse

Specialist.

Community Based Services.

Connections AAA provides community based services through a variety of provider agencies. We provide transportation through contracts with two regional transit agencies, Southwest Iowa Transit, and the Southern Iowa Trolley, and through a volunteer transportation program at Cass County Public Health. Riders age 60 and older can ride through our contractors on a suggested contribution basis. We developed a Community Transportation Program in our northern region on a purchase of service basis and includes the following providers: Siouxland Regional Transit, local cab companies, the Sioux City bus line and para transit. Riders for the Community Transportation Program can obtain up to four vouchers weekly to utilize rides on a suggested contribution basis as well. We also have a contract for assisted transportation through Mills County Public Health, in which riders can access service and are given the opportunity to contribute at a suggested contribution rate.

CAREGIVER SERVICES

Agency provides caregiver services to an adult family member or another individual, who is an “informal” provider of in-home and community care to an older individual or to an individual 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. Trends identified among caregivers are limited to those caregivers who have reached out to Connections and include: decreasing participation in traditional caregiver support groups; caregivers needing to work more and are therefore unable to provide care for loved ones; caregiving from a distance.

Counseling.

Caregivers have accessed the Connections PSA via the IR&A/Access Assistance process. The Caregiver is processed through the same delivery model of IR&A into Options Counseling. During the intake assessment process, an Option Counselor asks the caregiver specific caregiving related questions to determine the caregiver’s needs. When the Option Counselor determines that the caregiver needs emotional support for their role as a caregiver they will transition the option counseling visit/contact into a conversation of encouragement, validation, and providing active listening to ensure the caregiver feels supported. The typical caregiver for Connections are individuals 60+ seeking supportive services for themselves as a caregiver for their spouse, or concerned family members seeking support in their caregiving role for a loved one 60+. The most common trends addressed by a caregiver are feelings of inadequacy in their caregiving role, lack of participation from other parties involved, and lack of cooperation from the care recipient. Caregivers demonstrate a need to be validated with

caregiver counseling, and they require an objective party to whom they can vent their caregiving stress.

Respite Care.

Caregivers have accessed the Connections PSA via the IR&A/Access Assistance process. The caregiver is processed through the same delivery model of IR&A into Options Counseling. During the assessment phase of Options Counseling, there is always a screening to determine if there is a caregiver involved. If so, an additional intake is conducted to determine if the caregiver has any needs that can be aided by caregiver programs and services, including respite. When the Option Counselor/Family Caregiver Specialist determines that the caregiver needs a break from their caregiving duties to assist in the stress related to one’s caregiver role, the Option Counselor/Family Caregiver Specialist reviews options for respite services. The Option Counselor/Family Caregiver Specialist assesses with the caregiver the potential need for financial assistance to receive respite services, and assists the caregiver to put services and financial assistance, if necessary, in place. The typical caregiver for Connections are individuals 60+ seeking supportive services for themselves as a caregiver for their spouse, or concerned family members seeking support in their caregiving role for a loved one 60+. The average number of respite hours utilized per caregiver is roughly 8 hours per month.

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

At Connections AAA, we identify consumers in need of material aid through a variety of our programs such as Information & Assistance, Case Management, Option Counseling including Elder Abuse Prevention and Awareness or Family Caregiver program. Through our programs, our case managers and option counselors assess consumers to identify needs, using our standard case management assessment forms and our option counseling assessment forms. Once the need of material aid assistance is identified a request is submitted to our program director for approval.

Strategies to Address Service Gaps

To determine the gaps and strategies for Goal 3, we convened staff and our Advisory Council; we surveyed our Board of Directors and we held focus groups in addition to analyzing service data.

1. CAREGIVERS LACK CONVENIENT AND MEANINGFUL SUPPORT IN THE FORM OF SERVICES AND RESOURCES.

Strategies to address service gap.

- We need to move from “reactionary” programing for family caregivers to “proactive” family caregiver programing.
- We will identify an employer in our PSA who will partner with us for a working caregiver program. This could include having options counselors on site during work hours for the convenience of employees.
- We will develop online caregiver education, support and resource tools.
- We will dedicate a full-time employee to the reinvestment of our caregiver program. This will be in addition to the part time Options Counselors in each region. We need to emphasize program development.

2. We are not engaging younger eligible participants at congregate meal sites

Strategies to address service gap.

- We will add additional comprehensive Senior Center Focal Points that offer health, wellness, education, insurance and benefits counseling as well as information and access to other agency programs, all in one place.
- Explore serving alternative dining options which could include breakfasts and dinners at congregate meal sites.
- Increase our offerings of exercise and well-being in all forms including Tai Chi, Matter of Balance, and other evidence based programs.
- Pursue diversified funding streams by increasing voluntary contributions for evidence-based programs, developing revenue generating programs such as Diabetes Self-Management, and funding other evidence-based programs through grants and/or sponsorship.

3. Rural remote and isolated communities offer few opportunities for nutrition for older Iowans.

Strategies to address service gap.

- We will expand our frozen meal program in these food deserts. Counties targeted include Decatur, Clarke, Ringgold, Union, Adair, Adams, Taylor.
- A new refrigerated truck will allow us to expand frozen meals in rural areas of Woodbury, Plymouth and Monona counties.

- We will begin marketing the availability of special diet frozen meals to Physicians, healthcare professionals, and caregivers. The addition of renal, diabetic and gluten free frozen options can expand our service.

4. *We have limited service providers in rural counties, particularly with chore service.*

Strategies to address service gap.

- We will recruit private lawn mowing companies to see if they would be interested in expanding their businesses in Woodbury, Plymouth, and Monona counties.
- We will work with our current chore providers to see if they have the capacity to expand their service provision area in Harrison, Pottawattamie, Adair, Adams, Union and Clarke counties.
- We will explore the potential of developing a Volunteer snow removal program in Sioux City and Council Bluffs.
- We will partner with existing Community Days or participate in the development of a “Community Day of Service” event where businesses deploy employees to help a local senior with yard clean up in the spring.

5. *Consumers who are in transition are at risk to lose their ability to live independently.*

Strategies to address service gap.

- We will market and educate discharge planners at the hospitals in our service area so that they can communicate with CAAA sooner about a discharge or a nursing home placement
- We will pilot a care transition program with an MCO to provide a community coach who can help consumers successfully transition.
- We will market and educate residential living facility social workers to be proactive and engage CAAA earlier when transition is eminent
- We will participate in county community provider meetings when in place and help to develop in counties where they are not currently being held.

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).	80%
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.	80%

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.	49%
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% , 28

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

Service: Case Management

Performance Outcome Measure	Evaluate Agency's Ability...	FY2018 Target
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.	75%
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

Service(s): Congregate Meal and Home Delivered Meal

Performance Outcome Measure	Evaluate Agency's Ability...	FY2018 Target
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.	41%
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.	65%

Service(s): Caregiver Counseling and Caregiver Respite Care

Performance Outcome Measure	Evaluate Agency's Ability...	FY2018 Target
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.	87%

FY 2018 Projected Older Americans Act Consumers and Service Units

[Insert a copy of your agency's 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	65	6	4			1		
2: Homemaker	General Aging	10,084	447	335	8	5	67		
3: Chore	General Aging	2,450	83	60	4	4	22		
4: Home Delivered Meals	General Aging	150,000	2,433	1,805	65	65	1,348		
5: Adult Daycare	General Aging								
6: Case Management	General Aging	23,000	3,030	1,434	78	40	189		
7: Congregate Meals	General Aging	120,000	2,495	2,164	39	5	1,216		
8: Nutrition Counseling	General Aging	70	23	23	5	4	23		
9: Assisted Transportation	General Aging	475	50	34	1	1	30		
10: Transportation	General Aging	51,351	1,297	1,071	5	2	691		
11: Legal Assistance	General Aging	630	331	120	7	2	53		
12: Nutrition Education	General Aging	20,500	2,000	1,294	26	3	458		
13: Information & Assistance	General Aging	7,000	6,461	4,550	196	18	2,547		
14: Outreach	General Aging								
B02: Health Promotion & Disease Prevention	General Aging	10,322	1,195	978	7	7	978		
B07: Evidence Based Health Activities	General Aging	600	467	247	26	8	56		
C07: EAPA Consultation	General Aging	800	395	78	7	7	54		
C08: EAPA Assessment & Intervention	General Aging	1,600	443	86	7	3	63		
C09: EAPA Training & Education	General Aging	800	25,475	7,643					
C10: Self-Directed Care	General Aging								
C12: EAPA Non-Consumer Consultation	General Aging								
D01: Training & Education	General Aging	775	116,250	38,750	1,163	339	967		
E05: Options Counseling	General Aging	1,050	387	185	3	2	95		
F02: Material Aide	General Aging	2,200	449	184	13	11	115		
CG1: CG Access Assistance	Caregiver	575	535	257	3	2	131		
CG2: CG Self-Directed Care	Caregiver								
CG3: CG Counseling	Caregiver	16	4	2	2	2	2		
CG4: CG Information Services	Caregiver	200	8,000	6,800	133	53	217		
CG5: CG Respite	Caregiver	260	10	6	1	1	3		
CG6: CG Supplemental Services	Caregiver	190	33	19	2	2	14		
CG7: CG Home Delivered Meals	Caregiver	4,900	66	16	16	13	13		
CG8: CG Options Counseling	Caregiver	480	159	74	1	1	39		
GO1: GO Access Assistance	Caregiver								
GO2: GO Self-Directed Care	Caregiver								
GO3: GO Counseling	Caregiver	10	5	2	2	2	2		
GO4: GO Information Services	Caregiver								
GO5: GO Respite	Caregiver								
GO6: GO Supplemental Services	Caregiver	17	9	2	2	2	4		
GO7: GO Home Delivered Meals	Caregiver								
GO8: GO Options Counseling	Caregiver								

Service Coverage & Wait List Information

We will be able to offer Nutritional Counseling in five of our counties this year. We are also adding the service of Personal Care in five counties.

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

Mandatory Services	Adair/Adams	Cass/Cherokee	Clarke/Decatur	Frem/Harrison	Ida/Mills	Monona/Montg	Page/Plym	Pott	Ringgold/Shelby	Taylor	Union	Woodbury
Case Management	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Congregate Meals	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Health Promotion	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Home Delivered Meals	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Information & Assistance	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Legal Assistance	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Nutrition Counseling		/x			x/	x/	/x					x
Nutrition Education	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Options Counseling	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x

Other Services	Adair/Adams	Cass/Cherokee	Clarke/Decatur	Frem/Harrison	Ida/Mills	Monona/Montgomery	Page/Plymoth	Pott	Ringgold/Shelby	Taylor	Union	Woodbury
Adult Day Care/Adult Day Health												
Chore	x/x		x/	/x				x			x	
EAPA Consultation	x/x	x/x	x/x	x/x	x/x	x/x	x/x	X	x/x	x	x	x
EAPA Assessment & Intervention	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
EAPA Training & Education	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Evidence-Based Health Activities	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Health Promotion and Disease Prevention	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Homemaker	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Material Aid	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Outreach												
Personal Care		/x			x/	x/	/x					x
Self-Directed Care												
Training & Education	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x

Area Plan on Aging SFY 2018 – 2021

Assisted Transportation	x/x	x	x/x	x	x	x						
Transportation	x/x	x	x/x	x	x	x						

Family Caregiver & Grandparent/Other Elderly Caregivers	Adair/Adams	Cass/Cherokee	Clarke/Decatur	Fremont/Harrison	Ida/Mills	Monona/Montgomery	Page/Plymouth	Pott	Ringgold/Shelby	Taylor	Union	Woodbury
Access Assistance	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Counseling	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Home Delivered Meal	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Information Services	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Options Counseling	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Respite Care	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Self-Directed Care												
Supplemental services	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x

Grandparent/Other Elderly Caregivers	Adair/Adams	Cass/Cherokee	Clarke/Decatur	Fremont/Harrison	Ida/Mills	Monona/Montgomery	Page/Plymouth	Pott	Ringgold/Shelby	Taylor	Union	Woodbury
Access Assistance												
Counseling	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x
Home Delivered Meal												
Information Services												
Options Counseling												
Respite Care												
Self-Directed Care												
Supplemental services	x/x	x/x	x/x	x/x	x/x	x/x	x/x	x	x/x	x	x	x

Service Waiting List

No current Waiting List

We do have a formal request for services process that we implement through our Purchase of Service program. It helps us track the number of units we are able to provide per service per month, and it alerts the Connections AAA management staff when we need to implement a wait list or when we are at risk for implementation of a wait list.

We also ask, as part of our contracts and purchase of service agreements, our partners to send us any unmet needs or wait list data each month as part of their reporting requirements.

Section 3: Quality Management

Connections will be starting a new position at the agency on April 15, 2017. The Director of Employee Services and Compliance will lead initiatives at the agency surrounding Human Resources, HIPPA and Compliance; Consumer satisfaction; and Quality Assurance. Activities associated with this role include:

- Auditing of consumer files for quality
- Development of an in-service schedule for staff
- Scheduling of training for staff including Americans with Disability Act training; Diversity training; mandatory reporter training, HIPPA Training, etc.
- Development of program evaluation tools
- Review of all agency policies and procedures
- Updating format for all job descriptions

Data Collection:

We have begun utilizing a new Purchase of Service request form to help track our annual units of service. The request populates a database that tracks the allowable units available each month per service. This system alerts management staff when we need to implement a wait list for a particular service, and allows us to track and determine the value of our unmet needs. We expect that by utilizing this system we will have a much clearer sense of where we stand on an ongoing basis. Prior to the implementation of this system, we reviewed our units of service on a monthly basis. This system repopulates the database in real time once the service request is approved, making budget development and revision a cleaner process.

A “Units of Service” report is also a standing item on our monthly Board of Directors Meeting Agenda, as it allows them to tie the units to the expenses. This agenda item also provides an opportunity to educate our board on the service unit definitions.

Section 4: Public Input

To gather input for the agency area plan, we first convened teams of employees who work in the areas related to the three goals. For each of the three goal areas, we asked the team to identify which services, provided by the agency, contribute to the success of that goal. We then asked what ideal programming for each goal would look like, and what would be the consequence of not having ideal programming. We then asked staff to identify barriers to ideal programming, or what staff identified as gaps to services and what were potential strategies to overcome those gaps. We then repeated this process with our Advisory Council, which meets in three separate regional meetings. We sent a written survey to our Board of Directors using the same line of inquiry for their feedback.

Once we had compiled the results from staff, our governing body, and advisory council, we held three regional focus groups by invitation. We invited elected officials, community providers, consumers of aging and disability services, and caregivers to attend. We followed a similar line of questions to each group and compiled the feedback from those three events along with our staff, board and council contributions. The results were vital in the development of our Gaps and Strategies content for the plan.

Public Hearing Information

Text:

Connections Area Agency on Aging will be holding a public hearing on Feb. 7, 2017, 10:00 am at our three office locations. The purpose of this hearing is to receive public input regarding the agency's area plan for the next four fiscal years, FY's 2018-21. Topics include adding the service of Personal Care, and the agency's plan to address the following goals: Ensuring Prevention of Elder Abuse and Protection of Elder Rights; Ensuring Self-Determination and the Ability to Make Informed Choices; and Enable Individuals to Remain Independent in the Community of their Choice. The full agenda can be found by visiting our website any time after January 27, 2017: www.connectionsaaa.org.

Notice Distribution:

Jan. 24, 2017

Posted on website

Jan. 24, 2017

Press release sent to all newspapers in our service area:

- Adair County Free Press
- Adams County Free Press
- Atlantic News Telegraph
- Cherokee Times
- Clarinda Herald Journal
- Creston News Advertiser
- Glenwood Opinion Tribune
- Harlan Tribune
- Ida County Courier
- KJAN Radio
- KMA Radio
- LeMars Sentinel
- Leon Journal Reporter
- Missouri Valley Times
- Mount Ayr Record News
- Neola Gazette
- Onawa Sentinel
- Osceola Sentinel Tribune
- Red Oak Express
- Sidney Argus Herald
- Sioux City Journal

Jan. 27, 2017

Agenda posted on website

Week of Jan 24th

Email Distribution to the following groups

- County Boards of Supervisors
- Service Providers
- Contractors
- Human Services Advisory Council – Council Bluffs

- Southwest Iowa Networking Group
- Advisory Council
- Board of Directors

Jan 25, 26 & Feb 3 Postings on Connections AAA Facebook page

Agenda for Public Hearing:

AGENDA

Connections Area Agency on Aging
Public Hearing on Area Plan for FY'2018-FY'2021

February 7, 2017
10:00am

Sioux City
2301 Pierce Street
Sioux City, IA 51104

Council Bluffs
300 W. Broadway, Ste 240
Council Bluffs, IA 51503

Creston
109 N. Elm Street
Creston, IA 50800

- I. Overview of Connections Area Agency on Aging
- II. Service Provision
 - A. Mandated Services
 - B. Priority Services
 - C. Direct Service Waivers
 - D. Addition of new service: Personal Care
- III. Agency Goals/Service Gaps and Strategies
 - A. Elder Rights/Abuse Prevention
 - B. Consumer Self-Determination/Ability to make informed decisions
 - C. Home and Community Based Services to Keep Consumers Independent
- IV. Questions / Comments

ATTENDEES: There were no attendees for Connections' Public Hearing. Only present were agency staff serving as facilitators. Staff in attendance: Kelly Butts-Elston, Sherrie McDonald, Aubury Krueger, Chris Kuchta, Linda Krei, Sheila Sawatzky, Lacy Doolittle.

SUMMARY OF PUBLIC HEARING: At 9:50a.m. staff at all three Connections office boardrooms connected via videoconferencing. Sherrie McDonald agreed to record the comments offered during the hearing. Staff had prepared rooms with agency materials for attendees to take with them, including LifeLong Links™ brochures, agency brochures, pens and notepads. Agency pull up banners were displayed. At 10:05a.m. there were no attendees. We waited until 10:30a.m. where there were still no attendees. Staff discussed the plan, mandated services, priority services, the services for which we were requesting a direct service waiver, the addition of Personal Care as a new service for the agency, and Connections' identified services gaps and respective strategies. There were no comments.

UPDATE: The following notice was sent out to our Board of Directors, Advisory Council, contractors, purchase of service partners, and elected officials on May 9, 2017 via email. It was also posted on our website on May 9, 2017. This conference call was scheduled to offer stakeholders one final opportunity to offer feedback on the Area Plan.

Public Hearing Scheduled
Connections Area Agency on Aging
Tuesday, May 30, 2017
10am
Via Conference Call

Connections Area Agency on Aging is finalizing our Area Plan for FY'2018-FY'2021 and is offering the public, providers, and other stakeholders a final opportunity to offer comments regarding our strategic planning for the next four years.

No presentation will be made. However, public comments will be accepted on the plan, the addition of Personal Care as a new service, the agency's request to provide the services of Evidence-Based Programs, Nutrition Education, and Health Promotion and Disease Prevention directly, and the agency's compliance with Priority Service requirements by ensuring the following expenditure levels are met: Access Services (includes Information and Assistance, Assisted Transportation, Transportation, Case Management, and Outreach), 10%, In-home services (includes Chore, Personal Care, and Homemaker) 5%, and Legal Services 3%."

Interested individuals should plan to participate in this conference call by dialing in with their input to:

FOR PARTICIPANTS:

- **Dial 1-888-904-9570**
- **Enter the following access number: 8363043#**

10am

Tuesday, May 30, 2017

Governing Body

Governing Body for Connections Area Agency on Aging.

Updated On: March 9, 2017

Chair

Name: Tom Hoogestraat
Address: 1407 Sharp Street
City & Zip Code: Glenwood 51534
County: Mills
Phone: 712-527-4688
E-mail: Tomhoog@q.com
Term Expires: June 2019

Secretary/Secretary Treasurer

Name: Kari Livermore
Address: 1031 Fayette
City & Zip Code: Kingsley 51028
County: Plymouth
Phone: 712-253-6292
E-mail: kari.livermore@unitypoint.org
Term Expires: June 2019

Other Members

Name: Cathay Pringnitz
Address: PO Box 174
City & Zip Code: Anita 50020
County: Cass
Phone: 712-249-0267
E-mail: cpringnitz@yahoo.com
Term Expires: June 2017

Name: Barb Redmond
Address: 3700 Jackson Street
City & Zip Code: Sioux City 51104
County: Woodbury
Phone: 712-258-8303
E-mail: barb.redmond@briarcliff.edu
Term Expires: June 2017

Vice-Chair

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

Treasurer (if separate officer)

Name: George Gillespie
Address: 420 Fawn Park Circle
City & Zip Code: Council Bluffs 51503
County: Pottawattamie
Phone: 712-256-3945
E-mail: gillespie51503@cox.net
Term Expires: June 2018

Name: Warren Woods
Address: 1106 Townline Street
City & Zip Code: Creston 50801
County: Union
Phone: 641-782-2000
E-mail: wwoods@mchsi.com
Term Expires: June 2018

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 criteria is met by the composition of the Advisory Council

**Advisory Council for Connections Area Agency on Aging.
Updated on: March 9, 2017**

Chair

Name: Robert Neumann
Address: 2549 Third Ave
City & Zip Code: Council Bluffs 51501
County: Pottawattamie
Phone: 712-323-7076
E-mail: none
Term Expires: June 2019
OAA Composition Criteria (1 to 7): 1,2,5,7

Secretary/Secretary Treasurer

Name: Arlene Schwartz
Address: 308 W. Iowa
City & Zip Code: Greenfield 50846
County: Adair
Phone: 641-743-2251
E-mail: aschwartz@iowatelecom.net
OAA Composition Criteria (1 to 7): 1,2,5,7
Term Expires: June 2018

Other Members:

Name: Robert Johnson
Address: 256 Clover Street
City & Zip Code: Osceola 50213
County: Clarke
Phone: 641-445-5889
E-mail: none
OAA Composition Criteria (1 to 7): 1,2,5,7
Term Expires: June 2017

Name: Shelli Dannenberg
Address: 505 W. 2nd
City & Zip Code: Holstein 51025
County: Ida
Phone: 712-368-4304
Email: sdannenb@good-sam.com
OAA Composition Criteria (1 to 7): 1,2,3,5,7
Term Expires: June 2019

Vice Chair

Name: Joan Bruhn
Address: 3458 Glen Oaks Blvd
City & Zip Code: Sioux City 51101
County: Woodbury
Phone: 712-277-3534
E-mail: joan@drcsiouxland.org
Term Expires: June 2018
OAA Composition Criteria (1 to 7): 1,2,4,5,7

Treasurer (if separate officer)

Name:
Address:
City & Zip Code:
County:
Phone:
E-mail:
OAA Composition Criteria (1 to 7):
Term Expires:

Name: Terry Brewer
Address: 515 S. Helen
City & Zip Code: Sioux City 51106
County: Woodbury
Phone: 712-279-6919
E-mail: terry@simpco.org
OAA Composition Criteria (1 to 7): 1,2,4,5,7
Term Expires: June 2017

Name: Mary Ann Arens
Address: 201 9th Ave SE
City & Zip Code: LeMars 51031
County: Plymouth
Phone: 712-546-4434
E-mail: majarens@yahoo.com
OAA Composition Criteria (1 to 7): 1,2,5,7
Term Expires: June 2017

Name: Sharon Ehlers
Address: 114 S. Lena
City & Zip Code: Holstein 51025
County: Ida
Phone: 712-368-4848
E-mail: None
OAA Composition Criteria (1 to 7): 2,5,7
Term Expires:

Name: Julie Handbury
Address: 806 Third Street
City & Zip Code: Neola 51559
County: Pottawattamie
Phone: 712-485-2062
OAA Composition Criteria (1 to 7): 1,2,5,7
Term Expires:

Name: Gale Brown
Address: PO Box 4
City & Zip Code: Neola 51559
County: Pottawattamie
Phone: 712-485-2484
E-mail: galebrown36@walnutel.net
OAA Composition Criteria (1 to 7): 1,2,5,7
Term Expires: June 2017

Name: Nancy Coziahr
Address: 2937 Fourth Ave
City & Zip Code: Council Bluffs 51501
County: Pottawattamie
Phone: 712-323-4008
E-mail: ncoziahr@gmail.com
OAA Composition Criteria (1 to 7): 1,2,5,7
Term Expires: June 2018

Name: Heidi Carter
Address: 1114 N. 17th St
City & Zip Code: Clarinda 51632
County: Page
Phone: 712-542-4072
E-mail: carterandcurricula@gmail.com
OAA Composition Criteria (1 to 7): 1,2,4,5,7
Term Expires: June 2019

Name: Deloris Carns-Robinson
Address: 905 Third Street
City & Zip Code: Fontanelle 50846
County: Adair
Phone:
E-mail: none
OAA Composition Criteria (1 to 7): 1,2,5,7
Term Expires: June 2018

Name: Dale Juergens
Address: PO Box 68
City & Zip Code: Clearfield 50840
County: Taylor
Phone: 641-336-2336
E-mail: none
OAA Composition Criteria (1 to 7): 1,2,5,7
Expires: June 2019

Name: Carol Plowman
Address: 707 4th Street
City & Zip Code: Adair 50002
County: Adair
Phone: 641-742-5516
E-mail: none
OAA Composition Criteria (1 to 7): 1,2,5,7
Term Expires: June 2018

Name: Sheri Bowen
Address: 101 Central Street Suite B11
City & Zip Code: Glenwood 51534
County: Mills
Phone: 712-527-9699
E-mail: sherib@mcph.us
OAA Composition Criteria (1 to 7): 1,2,3,4,5,7
Term Expires: June 2017

Name: Charles Ambrose
Address: 510 Main Street
City & Zip Code: Gravity 50848
County: Taylor
Phone: 641-542-8766
E-mail: Charles@iowatelecom.net
OAA Composition Criteria: 1,2,5,6,7
Term Expires: June 2019

Name: Kim Rupp
Address: 212 W. Bluff
City & Zip Code: Cherokee 51012
County: Cherokee
Phone: 712-225-5129
E-mail: krupp@ensingroup.net
OAA Composition Criteria: 1,2,5,7
Term Expires: June 2019

Name: Anne Beery
Address: 701 E. 2nd
City & Zip Code: Ida Grove 51445
County: Ida
Phone: 712-364-3311
E-mail: abeery@hornmemorialhospital.org
OAA Composition Criteria: 2,3,5,7
Term Expires: June 2017

Name: Don Narigon
Address: 1229 Stagecoach Road
City & Zip Code: Ellston 50074
County: Ringgold
Phone: 641-772-4231
E-mail: donmj@iowatelecom.net
OAA Composition Criteria: 1,7
Term Expires: June 2018

Name: Betty Miller
Address: 509 N. Maple #201
City & Zip Code: Creston 50801
County: Union
Phone:
E-mail:
OAA Composition Criteria: 1,2,5,7
Term Expires: June 2018

Name: Judi Pratt
Address: 310 Bertram
Name & Zip Code: Whiting 51063
County: Monona
Phone: 712-455-2043
E-mail: judi.pratt@gmail.com
OAA Composition Criteria: 1,2,5,7
Term Expires: June 2019

Name: Lorraine Sacino Murphy
Address: 810 4th Ave
Name & Zip Code: LeMars 51031
County: Plymouth
Phone: 712-548-5270
E-mail: sacinoLX@stlukescollege.edu
OAA Composition Criteria: 1,2,4,5,7
Term Expires: June 2018

Name: Ardale Staver
Address: 600 N. Cherry
Name & Zip Code: Aurelia 51005
County: Cherokee
Phone: 712-434-5675
E-mail: arstaver@evertek.net
OAA Composition Criteria: 1,2,5,7
Term Expires: June 2019

Name: Joyce Smith
Address: 205 Dunning Ave
Name & Zip Code: Mount Ayr 50854
County: Ringgold
Phone: 641-464-3442
E-mail: None
OAA Composition Criteria: 1,5,7
Term Expires: June 2018

Name: Lois Monday
Address: 1107 Sunrise Drive
Name & Zip Code: Creston 50801
County: Union
Phone: 641-782-7281
E-mail: lois.Monday@mchsi.com
OAA Composition Criteria: 1,2,5,6,7
Term Expires: June 2019

LifeLong Links Advisory Council

LifeLong Links Advisory Council for [Name of AAA].

Updated On: March 9, 2017

Name: Tom Hawks
Address: 300 N. Pine
City & Zip Code: Creston 50801
County: Union
Phone: 641-782-1723
E-mail: unioncova@windstream.net

Name: Cathy Seddon
Address: 219 N. Pine
City & Zip Code: Creston 50801
County: Union
Phone: 641-782-8585
E-mail: cseddon@sirha-ia.org
Term Expires:

Name: Frank Greise
Address: 1520 Avenue M
City & Zip Code: Council Bluffs 51501
County: Pottawattamie
Phone: 712-323-6863
Email: fgreise@leagueofhumandignity.com

Name: Don Dew
Address: 520 Nebraska Street, Suite 101
City & Zip Code: Sioux City 51101
County: Woodbury
Phone: 712-255-1065
E-mail: director@drcsiouxland.org

Name: Danelle Bruce
Address: 515 5th Ave
City & Zip Code: Council Bluffs 51503
County: Pottawattamie
Phone: 712-328-5797
E-mail: dbruce@montgomerycoia.us

Name: Darlene McMartin
Address: 223 S. 6th
City & Zip Code: Council Bluffs 51501
County: Pottawattamie
Phone: 712-328-5797
E-mail: Darlene.mcmartin@pottcounty.com

Name: Ron Ludwig
Address: 207B Elm
City & Zip Code: Creston 50801
County: Union
Phone: 641-782-8431
E-mail: rludwig@maturaact.org

Attachments

Authorized Signatures

Name of Area Agency on Aging: Connections Area Agency on Aging
Street Address: 300 W. Broadway, Suite 240
City, State, Zip Code: Council Bluffs, IA 51503

Type of Agency: PSA 6, Private non-profit corporation
Date of Area Agency on Aging Designation: July 1, 2013

AUTHORIZED SIGNATURES FOR FUNDING APPLICATIONS AND CONTRACTS

Print Name: Kelly Butts-Elston

Signature of Executive Director



Date Signed

3/30/17

Print Name: Tom Hoogestraat

Signature of Chair, Governing Body



Date Signed

3-30-17

AUTHORIZED SIGNATURES FOR FISCAL REPORTS

Print Name: Kelly Butts-Elston

Signature of Executive Director



Date Signed

3/30/17

Print Name: Tom Hoogestraat

Signature of Chair, Governing Body



Date Signed

3-30-17

Print Name: Ann Wilson

Signature of Director of Finance



Date Signed

3/30/17

AUTHORIZED SIGNATURES FOR PROGRAM REPORTS

Print Name: Kelly Butts-Elston

Signature of Executive Director



Date Signed

3/30/17

Print Name: Sherrie McDonald, R.N.

Signature of Director of Consumer Services



Date Signed

3/30/17

Grievance Procedures

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

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

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 **3/31/17**.

***Please note that for Meal Sites in one of our three regions (central region), we are having technical difficulties making verification and updates in the SAMS system.**

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 **3/31/17**.

Senior Centers and Focal Points

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

A focal point senior center is a comprehensive hub that offers services or access in excess of meals, recreation, exercise, and nutrition education. A focal point will include access services to other agency programs such as insurance counseling, options counseling, elder abuse programing, evidence based programing, and other topical information. Connections AAA currently has one such focal point center and it is included in our planning for the next four years to increase the number.

Agency staff reviewed the Senior Center and Focal Point information entered into SAMS and verifies that the information is current as of **3/31/17**.

***Please note that due to technical difficulties in accessing the SAMS system, we are unable to verify whether the center is identified as a focal point at this time.**

Emergency Plan Summary

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

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



Erickson, Jane <jane.erickson@iowa.gov>

Public Hearing Conference Call

1 message

Kelly Butts <kbutts@connectionsaaa.org>

Tue, May 9, 2017 at 3:31 PM

To: Tom Hoogestraat <tomhoog@q.com>, George Gillespie <gillespie51503@cox.net>, "Kari.Livermore@unitypoint.org" <Kari.Livermore@unitypoint.org>, "Redmond, Barb" <Barb.Redmond@briarcliff.edu>, Warren Woods <wwoods@mchsi.com>, "Cathay Pringnitz (cpringnitz@imagineia.org)" <cpringnitz@imagineia.org>, Bonnie Godden <b.godden@mchsi.com>, Senior Futures <seniorfuturesinc@gmail.com>, Southwest Iowa Transit <mark.lander@swipco.org>, Daurine Petersen <Daurine.Petersen@swipco.org>, "Leesa Lester (leesalester@gmail.com)" <leesalester@gmail.com>, Sheri Bowen <SheriB@mcph.us>, "Rep. Mary Ann Hanusa" <maryann.hanusa@legis.iowa.gov>, "Rep. Charlie McConkey" <charlie.mcconkey@legis.iowa.gov>, "Rep. Cecil Dolecheck" <cecil.dolecheck@legis.iowa.gov>, "Rep. Chris Hall" <chris.hall@legis.iowa.gov>, "Rep. Chuck Holz" <chuck.holz@legis.iowa.gov>, "Rep. Clel Baudler" <clel.baudler@legis.iowa.gov>, "Rep. David Sieck" <david.sieck@legis.iowa.gov>, "Rep. Greg Forristall" <greg.forristall@legis.iowa.gov>, "Rep. Joel Fry" <joel.fry@legis.iowa.gov>, "Rep. Matt Windschitl" <matt.windschitl@legis.iowa.gov>, Senator Amy Sinclair <amy.sinclair@legis.iowa.gov>, Senator Mark Costello <mark.costello@legis.iowa.gov>, Senator Randy Feenstra <randy.feenstra@legis.iowa.gov>, Senator Tom Shipley <tom.shipley@legis.iowa.gov>, Gale Brown <galebrown36@walnutel.net>, Heidi Carter <carterandcurricula@gmail.com>, Julie Handbury <jhanbury@walnutel.net>, Julie Handbury <jhandbury@walnutel.net>, "messner@walnutel.net" <messner@walnutel.net>, Nancy Coziahr <ncoziahr@gmail.com>, "Arlene Schwartz (aschwartz@iowatelecom.net)" <aschwartz@iowatelecom.net>, Chris Kuchta <ckuchta@connectionsaaa.org>, Joan Bruhn <gerryjoania@cableone.net>, Mary Ann Arens <majarens@yahoo.com>
Cc: "Shan.Sasser@iowa.gov" <Shan.Sasser@iowa.gov>, "Erickson, Jane [IDA] (Jane.Erickson@iowa.gov)" <Jane.Erickson@iowa.gov>

Dear Board Member, Advisory Council Member, Elected Official, or Contractor,

Attached please find a notice of our Public Hearing for Connections Area Plan for service delivery for FY'2018 - FY'2021. This conference call will be held to accept comments from the public on our strategic planning for the next four years.

Thank you in advance,

Kelly Butts-Elston

Kelly Butts-Elston
C.E.O.
Connections Area Agency on Aging
300 W. Broadway, Suite 240
Council Bluffs, IA 51503
800-432-9209 ext.8113
kbutts@connectionsaaa.org

**Public Hearing Scheduled.docx**

14K

Notes from Public Hearing
Connections Area Agency on Aging
Area Plan Content
May 30, 2017
10:00am
Conference Call

- Kelly Butts-Elston opened the conference call line at 9:55am.
- Those in attendance were: Kelly Butts-Elston and George Gillespie, board of directors.
- At 10:16am, Kelly Butts-Elston announced it was last call for public comment on the conference call. No one responded.

- Kelly asked for last comments for those in the room. George Gillespie commented, “ I know how much time and work went into this Area Plan, and it’s obvious since we’ve had two opportunities for public commentary that the public has no issues with the direction of the agency.”