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SFY 2019 Update to Area Plan on Aging SFY 2018-2021 Instructions

Area Agencies on Aging (AAAs) must submit their SFY 2019 Update to their approved SFY 2018-2021 Area Plan on Aging per these instructions. AAAs should craft their plan update with their large stakeholder audience in mind.

Each agency must submit a one-year budget. Instructions for submitting the area plan budget are detailed in the *SFY 2019 Area Plan Budget Report Instructions*.

The SFY 2019 Update to the SFY 2018-2021 Area Plan on Aging and the SFY 2019 Area Plan Budget Report are due on April 2, 2018.

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Area Plan on Aging Update Submission and Review Schedule

Event	Due	Due To	Action
IDA issues Instructions for the SFY2019 Update to the SFY 2018-2021 Area Plan on Aging	Wednesday 11/15/2017	AAA	AAAs will develop and submit the SFY 2019 area plan update according to instructions.
NEW! AAA requests technical assistance, if needed.	11/15-2017 – 01/19/2018	IDA	IDA will provide technical assistance to the AAA as requested. <i>(Note: Questions may be submitted at any time.)</i>
NEW! AAA notifies IDA if it will be <i>amending</i> its approved area plan. (Refer to <i>Update Overview</i> below for more information.)	Thursday 02/01/2018	IDA	IDA will provide the AAA with instructions and timelines for amending an approved area plan.
NEW! IDA provides on information and technical assistance on the standardized unit cost methodology	January 2018 – March 2018	AAA	AAAs will begin to implement standardized unit cost methodology to develop budget.
AAA Submits the SFY 2019 Update to the SFY 2018-2021 Area Plan on Aging	Monday 4/2/2018	IDA	IDA will review submitted SFY 2019 area plan update and budget.
IDA provides feedback on SFY 2019 Update, as necessary.	Friday 4/30/2018	AAA	AAA reviews feedback / provides clarifications as needed.
AAA provides clarifications / additional information, if requested by IDA.	Friday 5/11/2018	IDA	IDA compiles the SFY 2019 Update Report for Commission.
IDA submits a report on the SFY 2019 Update to the SFY 2018-2021 Area Plan on Aging.	Monday 5/21/2018	Commission on Aging	Commission reviews SFY 2019 Area Plan Update report.
AAA Executive Director presents on agency's SFY 2019 Update to Commission on Aging Board.	June, 2018	Commission on Aging	
AAA implements SFY 2019 Update to the SFY 2018-2021 Area Plan on Aging.	7/1/2018		

Update Overview

The instructions for the SFY 2019 Update to the SFY 2018-2021 Area Plan on Aging assume that all AAAs are updating their approved area plan - not amending them. As of the issuance date of these instructions, IDA is not aware of a condition requiring an area plan amendment. Each AAA, however, should review the conditions requiring an amendment and determine whether they have planned activities or changes that would warrant an amendment to their approved SFY 2018-2021 Area Plan on Aging.

Per IAC 17- 6.2(6)a, the AAA shall amend the area plan and submit it to the commission for approval when:

- (1) A new or amended state or federal statute, rule or regulation requires new information or conflicts with any existing plan provisions;
- (2) A United States Supreme Court decision changes the interpretation of a statute or rule;
- (3) Local law, organization, policy or agency operations change and are no longer accurately reflected in the area plan;
- (4) The department requires amendments;
- (5) The grantee proposes to change the designation of the single organizational unit or component unit responsible for programs under the federal Act or state law; or
- (6) The area agency proposes to add or delete a service category.

Completing the Area Plan Template

Complete the SFY 2019 Update for SFY 2018-2021 Area Plan on Aging Template.docx to provide the required plan update information. The document has not been protected. Replace text included in **[brackets]** with your plan information. All other text must remain in the document.

Do not change the margins or font size. You may alter the document to ensure readability, such as adding white space, inserting page or line breaks, using bulleted or numbered lists, etc. Please carefully proofread and edit the document before final submission.

Table of Contents

Instructions: Once you have completed your plan, the last step is to update your table of contents. To update the table of contents, right-click the cursor in the table. Choose Update Field and then choose Update Entire Table.

Tip: If you see a “Bookmark Not Defined” message instead of a page number, then you have inadvertently removed the heading style from the text. To resolve, go to the text and select it. Then, choose the appropriate Heading style (Heading 1, Heading 2 or Heading 3).

Update Summary

Instructions: The Update Summary should provide an overview of accomplishments, initiatives, or changes that have occurred at the agency since the submission and approval of its SFY 2018 – 2021 Area Plan on Aging. The Update Summary should also preview activities, initiatives, or events planned for SFY 2019.

- Progress to Date:
 - Changes related to service delivery, staffing, and/or priorities that impact the implementation of the area plan (if any).
 - Accomplishments/Results to Date.
 - New, Unexpected Challenges.
 - Rationale for modifications to service gaps (if any).
- Planned for SFY 2019:
 - Briefly describe major initiatives, activities, or events planned for SFY 2019 to address identified service gap.

Agencies may include any information pertinent to educate stakeholders on activities or issues impacting service delivery, the plan, agency, or PSA customers. **Limit your update summary to two pages.**

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

Instructions: For each goal, provide information on prioritized service gaps as instructed below.

Prioritized Service Gaps

Instructions: Copy and insert the summary of activities completed to identify and prioritize service gaps from your agency’s approved plan. If new assessment activities have occurred that resulted in changes to prioritized service gaps, describe those activities here and why the new service gap was deemed to be a higher priority than the previously identified service gap. Agency may add service gaps or replace service gaps; however, agency must explain how the decision was made to add or replace and why.

Important! Changing several of the prioritized service gaps in the approved plan may warrant a plan amendment. Consult with IDA staff if significant changes to the approved plan will occur.

Strategies to Address Service Gaps

Instructions: Agency must provide information for **all** service gaps in the approved area plan.

Service Gap: Is agency retaining service gap?

- a. If yes, copy and insert the service gap from your approved plan.
- b. If no, then insert new service gap.
 - i. Be sure that you have indicated in the *Prioritized Service Gaps* section why you changed your service gap(s).

Indicators to gauge progress in addressing service gap: List indicators agency is using to evaluate progress on addressing the identified service gap. Indicators may be a combination of qualitative and quantitative items.

Strategies to Address Service Gap: In the table provided, copy and insert each strategy from your approved plan in each row under the Current Strategies column. Agency may choose to add, revise, or remove strategies. If you are changing a strategy, discuss the strategy change in the *Strategy Activities to Date* section. Insert “**Yes**” or “**No**” to indicate whether the strategy is a revised or new strategy. Insert the status of the strategy: **Not Started, In Progress, Stalled, or Completed**.

Current Strategies	Revised or New Strategy?	Status
(Strategy 1)	(Yes or No)	(Not Started, In Progress, Stalled, or Completed)
(Strategy 2)	(Yes or No)	(Not Started, In Progress, Stalled, or Completed)
(Etc.)	(Yes or No)	(Not Started, In Progress, Stalled, or Completed)

Strategy Activities to Date: Use this section to provide an update on activities being undertaken to implement strategies. For strategies in progress or completed, agency should summarize activities that have occurred or will occur this fiscal year (SFY 2018). For strategies not started or stalled, agency should address causes. Be clear and specific enough in your update for a general audience to evaluate whether agency is pursuing the strategies effectively. Agency may include highlights and *unexpected* challenges. Length of response will be dictated by agency’s activities to date. Information here will be used to evaluate agency progress on area plan activities and on addressing identified service gaps.

Strategy Activities Planned for SFY 2019. List the strategy activities agency plans to pursue in SFY 2019. As above, be clear and specific enough for a general audience to evaluate whether agency is pursuing the strategies effectively. Information here will be used to evaluate agency’s plan to implement area plan strategies and address identified service gaps.

EXAMPLE

SERVICE GAP #1: EAPA services are not currently reaching older lowans experiencing or at risk for experiencing abuse at the desired level.

Indicators to gauge progress in addressing service gap

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

- * Number of EAPA consumers served by service
- * EAPA referrals by county
- * EAPA consumers by county
- * EAPA consumer cases open/closed
- * Partnerships Established

Strategies to Address Service Gap

Current Strategies	Revised or New Strategy?	Status
Target older lowans and community leaders of eight (8) counties where there was a very low referral count.	No	In Progress
Offer one (1) Mandatory Dependent Adult Reporter workshop in each county.	No	Stalled

Update on Strategy Activities to Date

Agency is currently doing these activities in support of these strategies. We have begun to see these results coming out of these activities. We have also progressed by doing these things. We have also experienced these other successes.

Activities on these strategies have not yet started because of these reasons. These strategies are stalled because of these reasons. Here are some things that came up that we did not expect.

Agency determined that initial strategy would not address the service gap because of these initial results. Instead, we will be pursuing this strategy. Here’s why we believe this new strategy will address the service gap.

Strategy Activities Planned for SFY 2019

Agency plans to implement these activities in SFY 2019. We plan to continue work on these activities by doing these things. We expect to accomplish these results by the end of SFY 2019.

Section 2: Performance and Service Projections

Performance Measures & Fiscal Year Target

Instructions: For each measure listed, agency must:

1. Copy the SFY 2018 target from approved area plan.
2. Insert results to date on the performance measure (insert the date the result was obtained.)
3. Insert a performance target for SFY 2019.
 - a. Targets should be reasonable, achievable, and set a high standard for consumer outcome.
4. Provide a one paragraph description of activities impacting performance on target. If target for SFY 2019 has increased or decreased by 10%, indicate the reason for the change.

Note: For the nutrition counseling target, be sure to enter the consumer target in both a percentage and number. Since the nutrition counseling consumer numbers have been low in the past a small change can result in a large percentage change.

SFY 2019 Projected Older Americans Act Consumers and Service Units

Instructions: Use the Department's Form 3A-1 to provide SFY 2019 projections for the total number of consumers to be served, number of consumers served by targeted populations, and total service units. Instructions for submitting the Form 3A-1 for SFY 2019 are detailed in the SFY 2019 Area Plan Budget Report Instructions document. As noted in that document, agencies must enter Form 3A-1 data through the Iowa Aging Financial Reporting System (IAFRS) and submit the completed Form 3A-1 in section 2 of the SFY 2019 Update to the SFY 2018-2021 Area Plan on Aging. (The Form 3A-1 services and projections in the plan narrative must match that entered into IAFRS.)

When completing Form 3A-1 consult chapter 2 of the *Area Agency on Aging Reporting Manual* for a listing of allowable services and service definitions. Agency's should also utilize Iowa aging demographic data and past service units provided & consumer served when determining projections for SFY 2019. Population estimates targeted demographic groups are available at <https://iowaaging.gov/area-agencies-aging/area-plan-aging-guidance>.

Service Coverage & Wait List Information

OAA SERVICE COVERAGE BY COUNTY

Instructions: Please describe service coverage changes from SFY 2018. If none, enter: No service coverage changes planned for SFY 2019.

Insert an X in the appropriate table cell to indicate the service is available to consumers in the county through area plan funds. Insert additional tables for more counties as necessary.

AREA PLAN SERVICE WAITING LIST

Instructions: If agency maintains a waiting list for area plan services, complete and insert the following table into the plan document.

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

If no formal waiting list has been established for services or services you did not listed in the table but the agency has information from providers, consumers, or staff to indicate that a service is in need, provide a description of the service need not being met and whether a waiting list is being considered or waiting list process is being established.

Section 3: Quality Management

Instructions: Please confirm that quality management activities that will be undertaken during the plan period are current. (Quality management of service programs encompasses three functions: data collection to assess ongoing program implementation, remediation of problem areas, and continuous improvement.) Update as necessary.

Section 4: Public Input

Governing Board, Advisory Council, and LifeLong Links Advisory Council

Instructions: Provide updated information for the agency's Governing Board, Advisory Council, and LifeLong Links Advisory council.

Notes: Agencies are to provide IDA with an updated Governing Board and Advisory Council membership and contact list whenever membership changes.

For the Advisory Council, enter composition criteria yet to be satisfied by the Council membership or enter: "None, all composition criteria are satisfied".

Public Hearing

Instructions: Please refer to Iowa Administrative Rule, Chapter 6.2(7)(a) for conditions in which a public hearing is required. If your agency conducted a public hearing, provide the following documentation:

- Provide a text copy of the public hearing notice & a list of groups to whom the notice was sent and dates. If agency chose to publish notice in the newspaper, provide documentation that the notice was published, including date of publication.
- A copy of the agenda that includes the date and location of the hearing and shows priority services and direct service requests as distinct agenda items for any hearing.
- A list of people present at the hearing.
- A written summary of the public hearing including comments specific to the services proposed for direct service provision.

Attachments

Authorized Signatures

Instructions: Obtain personnel signatures as appropriate.

Note: Agency staff must provide IDA with an updated Authorized Signatures page when a change has occurred in persons authorized to sign off on items listed.

Grievance Procedures

Instructions: Please confirm that the plan's information on its grievance procedures is current. If not, please provide updated information on how members of the public may obtain your agency's grievance procedures related service provision.

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

Instructions:

Nutrition Services

Review, update, and confirm that the Nutrition Services information (location and frequency) in the SAMS database is current.

Service Providers of OAA Services

Review, update, and confirm that the Service Provider information in the SAMS database is current.

Senior Centers and Focal Points

Review, update, and confirm that the Senior Center and Focal Point information in the SAMS database is current.

Please confirm that the information on the process agency uses to identify facilities as focal points in the agency's PSA is current. If not, provide updated information.

Emergency Plan Summary

Instructions: Review information in the plan that:

1. Summarizes the activities the agency is involved in as they relate to preparedness planning and plan activation.
2. Describes how the agency collaborates with other entities, including partners and contractors, as well as emergency response agencies, relief organizations, government agencies or other institutions, when carrying out these activities.

3. Revise and update as necessary.

Note: The Older American's Act requires Area Agencies on Aging to have an emergency preparedness plan and to summarize it in the agency's Area Plan. (Also see: Iowa Code 231.33(18); IAC 17—6.9; 6.10; 7.19)

Older American's Act of 1965, as amended through P.L. 114-144

AREA PLANS - Section. 306(a)(17)

SEC. 306. (a) *Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1). Each such plan shall—*

(17) *include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.*

Direct Service Waiver Requests

Instructions: Requests to provide a service directly submitted with the SFY 2018 – 2021 Area Plan on Aging are for the four-year plan period. If the agency plans to continue to provide the services directly as submitted, no action is required.

If the agency intends to start providing a service directly in SFY 2019, then a direct service request is required for the service. (Submit a completed Request to Provide Direct Service form with this plan update.)

Per Iowa Administrative Code, agencies shall hold at least one public hearing when offering a direct service.

Verification of Agency Intent and Compliance

Review the Verification of Agency Intent and Compliance document, assurance, and compliance information as indicated in the document. Ensure that signatories have reviewed the most recent information referenced by hyperlinks in the document prior to signing. Insert required digital signatures and submit with Area Plan on Aging.

Submission Instructions

Accessibility. The Area Plan document must be submitted to IDA in an accessible electronic format. For more information, visit Microsoft's support page at <https://support.office.com/en-us/word> or WebAim.org <http://webaim.org/techniques/word>. You can also find information about creating accessible PDF documents on WebAim.org and at Adobe: <https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html>.

Required Documents. The SFY 2019 Update to the SFY 2018-2021 Area Plan on Aging, including the digitally signed Verification of Agency Intent and Compliance document and, when applicable, the Request to Provide Direct Service document, must be submitted electronically to Shan Sasser at Shan.Sasser@iowa.gov no later than 4:00 pm on **April 2, 2018**.

Follow the instructions in the *SFY 2019 Area Plan Budget Report Instructions* document to submit your SFY 2019 budget. Note that per the budget report instructions, an original Area Plan Budget Request Cover Sheet must be signed by an authorized signatory of the area agency and mailed to Jeff Batz at 510 East 12th Street, Suite 2, Des Moines, IA 50319-9025. The signed and dated Area Plan Budget Request Cover Sheet must be received by Jeff Batz no later than five business days following the due date for the SFY 2019 Update to the area plan and SFY 2019 Area Plan Budget Report, which is April 2, 2018.

Note: Standardized Unit Cost. IDA has initiated work on the standardized unit cost methodology that AAAs will be required to utilize. IDA will be providing mandatory training to AAA staff on the standardized unit cost methodology to be implemented with the SFY 2019 Area Plan budget. IDA will issue additional information in early 2018.

Questions and Requests for Technical Assistance

Agencies may request technical assistance on completing the SFY 2019 update. Please direct requests for technical assistance and questions on completing and submitting the SFY 2019 Update template to Shan Sasser at Shan.Sasser@iowa.gov or 515-725-2184. Questions may be submitted at any time. However, requests for in-depth technical assistance should be submitted prior to January 19, 2018, and agency staff should allow IDA staff two-weeks to schedule and provide the technical assistance.

Please direct questions on completing and submitting the SFY 2019 Area Plan Form 3A-1 and Budget Report through the Iowa Aging Financial Reporting System (IAFRS) to Jeff Batz at Jeff.Batz@iowa.gov or 515-725-3314.