

Area Plan on Aging SFY 2022-2025 Instructions

Area Agencies on Aging (AAAs) must submit their SFY 2022-2025 Area Plan on Aging per these instructions. AAAs should craft their plan with their large stakeholder audience in mind.

As part of the area plan submission, each agency must submit a one-year budget. Instructions for submitting the area plan budget are detailed in the *SFY 2022 Area Plan Budget Report Instructions*.

The SFY 2022-2025 Area Plan on Aging and the SFY 2022 Area Plan Budget Report are due on May 1, 2021.

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Area Plan on Aging Schedule

Activity	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
IDA issues instructions for SFY 2021-2025 Area Plan on Aging.		15								
Follow up Technical assistance provided, <i>questions may be submitted anytime.</i>			Week of 9th	11th	15th					
IDA Issues SFY2022 Reporting Manual					3rd					
DRAFT DUE: AAA submits Area Plan narrative draft to IDA.						1st				
IDA provides feedback to AAAs.							1st			
AAA submits finalized SFY 2021-2025 Area Plan on Aging.								1st		
IDA provides feedback, as necessary.								15th		
AAA provides clarifications / additional information, if requested by IDA.								30th		
AAA Executive Director presents on agency's SFY 2021-2025 area plan to the Commission on Aging									TBD	
AAA implements the SFY 2021-2025 Area Plan & Reporting Manual										1 st
If necessary, AAA completes actions on a plan approved with contingency.										TBD

Completing the Area Plan Template

Complete the SFY 2022-2025 Area Plan Template.docx to provide the required plan information. To ease area plan preparation, 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.

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, click the cursor in the table. Choose “Update Field” and then choose “Update Entire Table.”

Executive Summary

instructions: The Executive Summary should provide a high-level, narrative overview of the plan content, specifically for information contained in Section 1: 2022-2025 Goals and Strategies. **Limit your executive summary to one page.**

Context

instructions: Provide a narrative overview of the AAA planning and service area (counties and general demographics), population trends, and other issues impacting older Iowans in the PSA. Provide a summary of needs assessment activities undertaken by the agency. **Limit your context information to two pages.**

2022-2025 Goals and Strategies

Goal 1: Iowa Aging Network will work with older Iowans, Iowans with disabilities, and caregivers as they 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 1.

instructions: In two to three paragraphs, describe how your agency addresses this goal (services, initiatives, special projects), the typical consumers of the services, the common issues the services address, and your partnerships and collaborations. This brief description should provide enough information for a general audience to understand how the service relates to the goal, who receives it, and why.

Provide a summary of emerging trends related to this goal and service gaps identified through your assessment.

Strategies to Address Service Gaps

instructions: Each agency should list a minimum of three service gaps. Additional service gaps can be added as determined necessary by the agency. Service gaps may be a combination of gaps that are related to the consumer or organizational operation.

Provide a description of strategies for each gap listed. (A bulleted list of strategies is appropriate). Be sure each strategy includes enough detail to give the reader an understanding of the activity to be pursued.

Strategy Example:

Good: Develop and implement a caregiver outreach plan that targets employers and civic organizations in rural areas and includes the development of fact sheets on Medicare Part D, brochures on agency's caregiver services, and articles for publication in local papers on handling caregiver stress.

Not Good: Distribute brochures and newsletters.

Performance Measures & Fiscal Year Target

instructions: Performance Measures listed here may not be changed; however, an agency may add measures for agency purposes.

For each measure listed, provide the target the agency is attempting to achieve in the fiscal year. Keep in mind that agencies will be required to report on actuals and targets for subsequent fiscal years in annual area plan updates required during the plan period.

Goal 2: 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.

instructions: Describe how your agency addresses this goal (services, collaborations), typical consumers, common issues addressed, partner collaborations, emerging trends, and service gaps.

Your brief description should provide enough information for a general audience to understand the service and how the service relates to the goal, who receives it, and why. **The descriptions should be limited to two paragraphs.**

Strategies to Address Service Gaps

instructions: Agency should list a minimum of three service gaps. Additional service gaps can be added as determined necessary by the agency. Service gaps may be a combination of gaps that are related to the consumer or organizational operation.

Provide a description of strategies for each gap listed. (A bulleted list of strategies is appropriate). Be sure the strategy includes enough detail to give the reader an understanding of the activity to be pursued.

Examples:

Good: Increase communication and referrals between internal care programs to ensure that consumers in need of Case Management services are admitted in a timely fashion and receive support until it is no longer needed.

Not Good: Increase internal referrals.

Performance Measures & Fiscal Year Target

instructions: Performance Measures listed here may not be changed; however, agency may add measures for agency purposes.

For each measure listed, provide the target the agency is attempting to achieve in the fiscal year. Keep in mind that agencies will be required to report on actuals and targets for subsequent fiscal years in annual area plan updates required during the plan period.

Goal 3: 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 3.

instructions: Describe how your agency addresses this goal (services, collaborations), typical consumers, common issues addressed, partner collaborations, emerging trends, and service gaps.

Your brief description should provide enough information for a general audience to understand the service and how the service relates to the goal, who receives it, and why. **The descriptions should be limited to two paragraphs.**

Strategies to Address Service Gaps

Instructions: Agency should list a minimum of three service gaps. Additional service gaps can be added as determined necessary by the agency. Service gaps may be a combination of gaps that are related to the consumer or organizational operation.

Provide a description of strategies for each gap listed. (A bulleted list of strategies is appropriate). Be sure the strategy includes enough detail to give the reader an understanding of the activity to be pursued.

Strategy Example:

Good: Establish referral system and collaborative support plan with XYZ *homeless services agency* for seniors who are homeless or at risk for homelessness in This City and These Counties.

Not Good: Work with community providers.

Performance Measures & Fiscal Year Target

Instructions: Performance Measures listed here may not be changed; however, agency may add measures for agency purposes.

For each measure listed, provide the target the agency is attempting to achieve in the fiscal year. Keep in mind that agencies will be required to report on actuals and targets for subsequent fiscal years in annual area plan updates required during the plan period.

Service Projections

FY 2022 Projected Older Americans Act Consumers and Service Units

instructions: Insert a copy of your agency’s Form 3A-1 detailing the services to be provided and projected consumers to be served (total & per targeted population) from Older American Act & State Elderly Services funds.

Self-Direction Service Delivery

instructions: Review the definition of Self-Direction below.

Self-Direction means: An approach to providing services (including programs, benefits, supports, and technology) under the OAA intended to assist an individual with activities of daily living, in which— (A) such services (including the amount, duration, scope, provider, and location of such services) are planned, budgeted, and purchased under the direction and control of such individual; (B) such individual is provided with such information and assistance as are necessary and appropriate to enable such individual to make informed decisions about the individual’s care options; (C) the needs, capabilities, and preferences of such individual with respect to such services, and such individual’s ability to direct and control the individual’s receipt of such services, are assessed by the area agency on aging (or other agency designated by the area agency on aging) involved; (D) based on the assessment made under subparagraph (C), the area agency on aging (or other agency designated by the area agency on aging) develops together with such individual and the individual’s family, caregiver or legal representative— (i) a plan of services for such individual that specifies which services such individual will be responsible for directing; (ii) a determination of the role of family members (and others whose participation is sought by such individual) in providing services under such plan; and (iii) a budget for such services; and (E) the area agency on aging or State agency provides for oversight of such individual’s self-directed receipt of services, including steps to ensure the quality of services provided and the appropriate use of funds under the OAA. (Source: OAA)

If AAA utilizes a self-direction service delivery approach for older adults and caregivers to obtain services funded in whole or part by Title III B or E of the OAA, the agency must complete the table below and insert the table into the area plan update template. AAA will provide a report on actuals for this service delivery approach at the end of the SFY and FFY.

Item	Projection
Persons Served - Older Adult	#
Persons Served - Older Adult	Amount

Projected Other - State Expenditure - Older Adults	Amount
Projected Other - Non-State Expenditure - Older Adults	Amount
Projected Program Income Expended - Older Adults	Amount
Persons Served - Caregivers of Older Adult	#
Projected Title III E Expenditure - Caregivers Older Adult	Amount
Projected Other - State Expenditure -Caregivers Older Adult	Amount
Projected Other - Non-State Expenditure - Caregivers Older Adult	Amount
Projected Program Income Expended -Caregivers Older Adult	Amount
Persons Served - Older Relative Caregivers	#
Projected Title III E Expenditure - Older Relative Caregivers	Amount
Projected Other - State Expenditure - Older Relative Caregivers	Amount
Projected Other - Non-State Expenditure - Older Relative Caregivers	Amount
Projected Program Income Expended - Older Relative Caregivers	Amount

Caregiver Respite Voucher Service Delivery

instructions: Review the definition of Respite Voucher below.

Respite Voucher means: A payment mechanism for caregiver respite services. A voucher is a document that shows respite services have been bought or respite services have been rendered, and authorizes payment.

If AAA utilizes a voucher method for caregivers to obtain respite services funded in whole or part by Title III E of the OAA, agency must complete the table below and insert the table into the area plan update template. AAA will provide a report on actuals for this service delivery approach at the end of the SFY and FFY.

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

Service Coverage & Wait List Information

OAA Service Coverage by County

instructions: Insert an X in the appropriate table cell to indicate the service offered in the county. Insert additional tables for more counties as necessary.

Area Plan Service Waiting List

Instructions: If the 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	Wait 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.

Quality Management

Instructions: Quality management of service programs encompasses three functions: data collection to assess ongoing program implementation, remediation of problem areas, and continuous improvement. Describe any quality management activities that will be undertaken during the plan period. **Limit your Quality Management information to one page.**

Public Input

Instructions: Brief description of methods agency utilized to obtain public input. **The description here should not exceed two paragraphs.**

Public Hearing Information

Per Iowa Administrative Rule, Chapter 6.2(7)a, the AAA shall hold at least one public hearing on the area plan and all plan amendments as required in this chapter. Priority services and direct service requests shall appear as distinct agenda items for any hearing.

(1) The public hearing(s) shall be held prior to submission of the area plan or amendment(s) at a time which permits older individuals, public officials, and other interested parties reasonable opportunity to participate. The hearing(s) shall be held at a barrier-free, fully accessible location.

(2) The AAA shall provide notice, in accordance with Iowa Code section 21.4(1), of the hearing by sending notice to all known groups of older individuals, PSA public officials, and other interested parties. The notice shall be issued 14 business days prior to the public hearing and include the time, date, and location of the public hearing. The AAA shall comply with any applicable state or federal laws and regulations governing public hearing processes and procedures.

(3) The AAA shall prepare and submit to the department a written record of the public hearing in accordance with instructions issued by the department.

Instructions: For the public hearings, please 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.
- A copy of the agenda that includes the date and location of the 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.

Governing Body

Instructions: Insert governing body membership information as directed.

Advisory Council

Instructions: Insert advisory council membership information as directed.

LifeLong Links Advisory Council

Instructions: Insert LLL advisory council membership information as directed.

Attachments

Authorized Signatures

Instructions: Obtain personnel signature's as appropriate.

Grievance Procedures

Instructions: Describe how members of the public may obtain your agency's grievance procedures related service provision.

Staffing and Volunteer Information

Instructions: Complete and insert the following table into the plan document to list the anticipated number of full and part-time positions at the agency, the number of SCSEP beneficiaries employed at the agency, and the number of volunteers supporting the agency at the start of the SFY 2021 known as (7/1/2020). Refer to the Reporting Manual 20-V4, CHAPTER FIVE: *Consumer and Service Reporting Definitions*, for position definitions.

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

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

Instructions: Review, update, and confirm information in the SAMS database is current.

Senior Centers and Focal Points

Instructions: Insert a description of how the agency identifies facilities as focal points in the agency's PSA.

Emergency Plan Summary

Instructions: 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.*

Address how the agency's emergency plan meets the OAA requirements by summarizing activities the agency is involved in as they relate to preparedness planning and plan activation. Describe 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.

Area Agency on Aging Cost Allocation Plan

Review the Area Agency on Aging Cost Allocation and update it if needed. Insert required digital signatures and submit with Area Plan on Aging.

Verification of Agency Intent and Compliance

Review the Verification of Agency Intent and Compliance document, assurance, and compliance information as indicated in the document. Insert required digital signatures and submit with Area Plan on Aging.

Request to Provide Direct Service

Instructions: Complete this request as instructed on the Request to Provide Direct Service document. If your agency plans to provide the service directly for a limited period of time, enter that period in the table; otherwise, enter **SFY2022-SFY2025**. If your agency plans to offer the service directly in specific counties, enter those counties in the table. Otherwise enter **All-PSA**.

Once complete, insert required digital signature and submit with Area Plan on Aging.

Submission Instructions

Accessibility. The Area Plan document must be submitted to IDA in an accessible format. To learn more about creating accessible Word documents, 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 the WebAim.org web site and at the Adobe web site at <https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html>.

Required Documents. The SFY 2022-2025 Area Plan on Aging, including the digitally signed Verification of Agency Intent and Compliance and Request to Provide Direct Service documents, must be submitted electronically to Shan Sasser at Shan.Sasser@iowa.gov no later than 4:00 pm on **May 1, 2021**.

Follow the instructions in the *SFY 2022 Area Plan Budget Report Instructions* document to submit your SFY 2022 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 SFY2022-2025 Area Plan and SFY 2022 Area Plan Budget Report, which is **May 1, 2021**.

Questions

Please direct questions on completing and submitting the SFY2022-2025 Area Plan template to Shan Sasser at Shan.Sasser@iowa.gov or 515-725-2184.

Please direct questions on completing and submitting the SFY 2022 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.