

Hawkeye Valley Area Agency on Aging

**FY'2012 Plan Update**

Area Plan on Aging  
Fiscal years 2010 – 2013

April 1, 2011

**FY'2012 AREA PLAN UPDATE  
TABLE OF CONTENTS**

Page #

<b>Section 1.1 Verification of Intent and Area Agency Signatures</b> .....	4
Verification of Intent .....	5
Authorized Signatures .....	5
<b>Section 1.2 Organizational Structure</b> .....	6
Organizational Chart .....	7
Area Agency on Aging Board of Officials and Members .....	8
Area Agency on Aging Advisory Council Members .....	8
<b>Section 1.3 Compliance and Assurance Documents</b> .....	9
Compliance with Assurances and General Provisions .....	10-12
Older Americans Act Assurances, as amended 2006 .....	13
Assurance of Compliance with the Department of Health and Human Services Regulations regarding Title VI of the Civil Rights Act of 1964, as amended .....	14
Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, as amended .....	15-16
Assurance of Compliance with the Minority Impact Statement .....	17
Assurance of Compliance with the State of Iowa Laptop/Tablet Data Protection Standard (associated with CMPFE) .....	17
<b>Section 1.4 Profile of the Planning and Service Area (PSA)</b> .....	18
Mission and Vision Statements .....	18-19
Demographic Profile .....	19
Targeting Plan .....	19
<b>Section 1.5 Needs Assessment</b> .....	NA
Goal 1 .....	20-21
Local Objective 1 / Agency-Specific Performance Measure .....	22-23
Local Objective 2 / Agency-Specific Performance Measure .....	22-23
Goal 2 .....	24-25
Local Objective 1 / Case Management (CMPFE) Performance Measure .....	26-27
Local Objective 2 / Caregiver Performance Measure .....	26-27
Goal 3 .....	28-29
Local Objective 1 / Nutritional Risk Performance Measure .....	30-31
Local Objective 2 / Agency-Specific Performance Measure .....	30-31
Goal 4 .....	32-33
Local Objective 1 / Agency-Specific Performance Measure .....	34-35
Local Objective 2 / Agency-Specific Performance Measure .....	34-35
Goal and Local Objective Form for Additional Agency-Specific Performance Measure(s) .....	NA

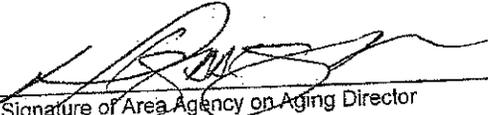
	Page # Or NA
<b>Section 1.6 Appendices</b>	
<b>Appendix A: Required Documents</b>	
Request for Direct Service Waiver Form(s) .....	36
• Public Hearing Documents related to Request for Direct Service Waiver Process .....	NA
Equipment & Real Property Acquisitions Form(s) .....	37
• Narrative for Equipment & Real Property Acquisitions Form .....	NA
List of Contracts with For-Profit, Not For-Profit and Provider Pool Organizations and Contract Notice Form .....	38-43
• Sample Standard Contracts with For-Profit, Not For-Profit and Provider Pool Organizations .....	44-51
<b>Appendix B: Area Plan, Plan Amendments and Revisions</b>	
Public Hearing Documents related to Area Plans, Plan Amendments .....	NA
<b>Appendix C: Roadmap to Emergency Preparedness (Required) .....</b>	<b>52-57</b>
<b>Appendix D: The Area Plan Budget Report .....</b>	<b>Electronic Submission via IAFRS</b>

**Verification of Intent**

Hawkeye Valley (AAA) accepts full authority and responsibility to develop and administer the FY'2012 Area Plan Update in accordance with all requirements of the Older Americans Act as amended 2006, and related Iowa Administrative Code and State policy. By accepting this authority and responsibility, the area agency agrees to develop and administer the Area Plan Update 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.

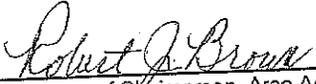
The FY'2012 Area Plan Update is hereby submitted to the Iowa Department on Aging (IDA) for approval.

3-23-11  
Date

  
\_\_\_\_\_  
Signature of Area Agency on Aging Director

The Area Agency Advisory Council has reviewed the FY'2012 Area Plan Update and approves the plan.

3/16/11  
Date

  
\_\_\_\_\_  
Signature of Chairperson, Area Agency on Aging Advisory Council

The Board of Directors of the area agency has reviewed the area plan and approves the plan.

3-23-11  
Date

  
\_\_\_\_\_  
Signature of President, Area Agency on Aging Board of Directors

**Authorized Signatures  
FY'2012 Area Plan Update**

Hawkeye Valley  
Name of Area Agency

2101 Kimball Ave. Ste 320 Waterloo IA 50702  
Street Address City State & Zip

Area Agency on Aging 1974  
Type of Agency Date of Area Agency Designation

[Signature] [Signature]  
Signature of Area Agency on Aging Director Signature of Area Agency on Aging Board President

**Authorized Signatures for Funding Applications and Contracts**

[Signature] 3-23-11  
Signature of Area Agency on Aging Director Date Signed

x [Signature] 3-23-11  
Signature of Area Agency on Aging Board President Date Signed

\_\_\_\_\_  
Signature of Area Agency on Aging Associate Director (optional) Date Signed

\_\_\_\_\_  
Signature & Title (optional person) Date Signed

**Authorized Signatures for Fiscal Reports  
(Other than Area Agency Director)**

**Not Applicable** (Right click on the box to insert an "X".)

[Signature] Finance Manager 3/15/2011  
Signature & Title Date Signed

\_\_\_\_\_  
Signature & Title Date Signed

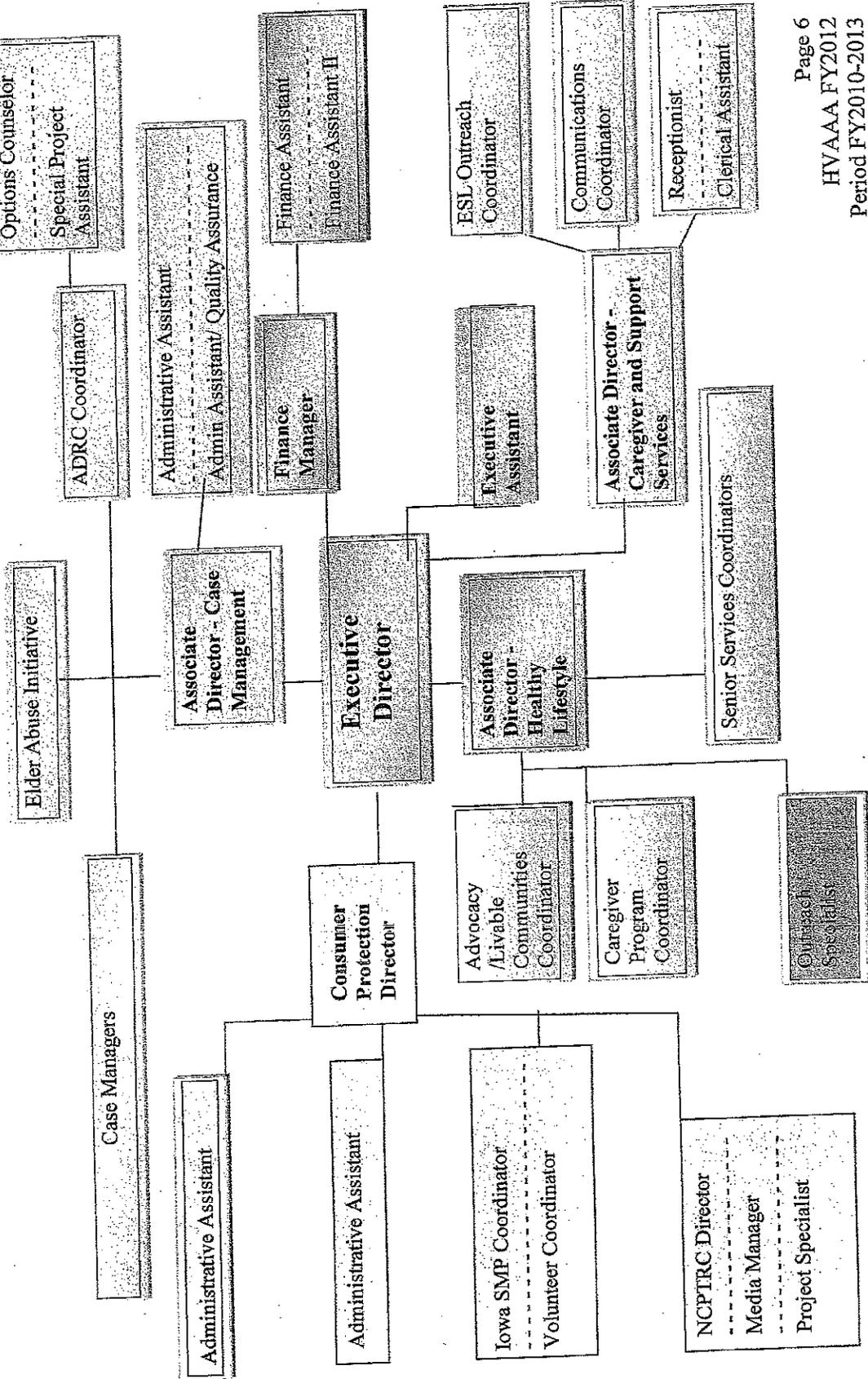
**Authorized Signatures for Program Reports  
(Other than Area Agency Director)**

**Not Applicable** (Right click on the box to insert an "X".)

\_\_\_\_\_  
Signature of Area Agency on Aging Program Director/Coordinator Date Signed

\_\_\_\_\_  
Signature of Area Agency on Aging Program Director/Coordinator Date Signed

**Hawkeye Valley Area Agency on Aging  
Organization Chart  
March 2011**



IAC 17-6.7(231) AAA Board of Directors. 6.7(1) Each designated AAA shall establish a board of directors in accordance with its individual articles of incorporation and bylaws; and 6.7(7) the AAA board of directors shall comply with Iowa Code chapter 504, "Revised Iowa Nonprofit Corporation Act."

Board officials of Hawkeye Valley  
Insert Name of Area Agency on Aging

March 2011

**President**

Name: W. Ray Richardson

Town/city: Waterloo

**Secretary**

Name: Sharon Harms

Town/city: Wellsburg

**Other Board Members**

Name: Bob Brown

Town/city: Cedar Falls

Name: Joyce Buck

Town/city: Marshalltown

Name: Mary Wankowicz

Town/city: Dysart

Name: Doreen Mingo

Town/city: Waterloo

Name: Roberta Atwell

Town/city: Grinnell

**Vice President**

Name: Rosie Bruns

Town/city: Waterloo

**Treasurer**

Name: Richard Ploeger

Town/city: Marshalltown

Name: Father Walter Brunkan

Town/city: Greene

Name: Kathy Babcock

Town/city: New Hampton

Name: Ralph Kremer

Town/city: Independence

Name: Rep. Annette Sweeney

Town/city: Alden

Name: Elaine Eshbaugh

Town/city: Waterloo

IAC 17-6.8(231) AAA Advisory Council. 6.8(1) Member Requirements – The AAA shall establish an advisory council composed of members, at least one-half of whom are aged 60 and older. 6.8(2) Duties. It shall be the specific responsibility of the advisory council to advise the AAA and: (b) Review and make recommendations on the content, formulation, administration and priorities of the area plan and participate in the public hearings on the area plan.

Council members of Hawkeye Valley  
Name of Area Agency on Aging

Jerri Mc Cracken 4 Parkersburg	Jerry Gade 1, 2 Conrad	Sheila Bohr 4, 5 Waterloo
Roberta Dostal 1, 2 Toledo	Kathy Eberle 1, 2 Allison	Linda Von Holten 4, 5 Marshalltown
Bonnie Kukral 1, 2 Waverly	Carol Hemsath 1, 2 Independence	Tom Hagarty 1, 2, 6, 7 Cedar Falls
Brian Schoon 4, 7 Waterloo	Paul Sjobakken 1, 2 New Hampton	Amy Holle 2, 4 Independence
Verv Davidson 1, 2 Iowa Falls	Allie Kincaid 1, 2 Waterloo	Kim Rutledge 3, 4 Grinnell
Harold Getty 1, 6, 7 Waterloo	Barbara McWhirter 1, 3, 4 Waverly	Marcia Bauer 2, 4 Waterloo
Valerie Nehl 2, 7 Waterloo	Bob Brown, Chair 1, 2 Cedar Falls	

March 2011

The HVAAA Area Advisory Council serves as the eyes and ears for the agency to identify gaps in services within the ten (10) county area and brainstorms on possible solutions. The Council is the entity that looks at adding or removing programs from the agency. There are four (4) sub-committees under council – case management/HCBS, healthy lifestyles, advocacy/newsletter, and consumer protection/volunteers. These sub-committees meet and report back to the whole council.

#### Older Americans Act Guidance

##### AAA Advisory Committee

The Older Americans Act: Code of Regulations, Subpart C, Sec. 1321.57 states the area agency advisory council:  
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 providers organizations;
5. Persons with leadership experience in the private and voluntary sectors;
6. Local elected officials; and
7. The general public.

## Compliance with Assurances and General Provisions

The Area Agency on Aging hereby assures compliance, on behalf of itself and any subcontractors, with all applicable provisions of the following statutes, regulations and requirements, and assures that services will be provided in accordance with any and all applicable federal or state laws, regulations, rules and procedures.

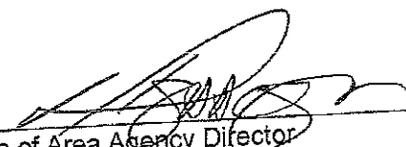
- Older Americans Act, as Amended, 2006
- Fair Labor Standards Act of 1938
- Americans with Disabilities Act of 1990
- Senior Living Program, IAC 17, Chapter 28
- Code of Iowa, Chapter 8F, Government Accountability-Service Contracts, Contractor Certification and Reporting
- Emergency Preparedness Planning
- Minority Impact Statement
- Assurance of Compliance with the State of Iowa Laptop/Tablet Data Protection Standard (Associated with CMPFE)
- Assurance of Compliance with the Federal Funding Accountability and Transparency Act (FFATA), which requires grantees and their sub-recipients to have a Dun and Bradstreet Numbering System (DUNS) number ([www.dnb.com](http://www.dnb.com)) and to maintain active and current profiles in the Central Contractor Registration (CCR) ([www.ccr.gov](http://www.ccr.gov)).

The Area Agency on Aging will cooperate fully with the Iowa Department on Aging to assure compliance with provisions required by legislative action taken by the Congress of the United States, and the Iowa General Assembly, and with Iowa Aging Program Instructions during fiscal years 2010-2013 of the Area Plan.

### Further Assurance is given that:

1. The Area Agency on Aging will provide access to and the right to examine all record books, papers or documents related to the Area Plan.

The Compliance with Assurances and General Provisions is hereby submitted for the FY'2012 Area Plan Update to the Iowa Department on Aging for approval.

  
\_\_\_\_\_  
Signature of Area Agency Director

3-23-11  
\_\_\_\_\_  
Date

Hawkeye Valley  
Area Agency on Aging

Older Americans Act, as Amended 2006  
38 Sec. 306 OLDER AMERICANS ACT OF 1965

Assurances  
Sec. 306, AREA PLANS

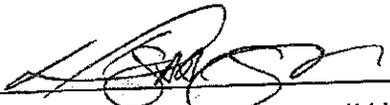
- 306(a)(2) Each area agency on aging shall provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services-
- 306(a)(2)(A) services associated with access to services (transportation, health services (including mental health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services);
- 306(a)(2)(B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and
- 306(a)(2)(C) legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.
- 306(a)(4)(A)(i) (I) provide assurances that the area agency on aging will—  
(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; (bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and  
(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I);
- 306(a)(4)(A)(ii) provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider; (II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and (III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and
- 306(a)(4)(A)(iii) With respect to the fiscal year preceding the fiscal year for which such plan is prepared, each area agency on aging shall--(I) identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area; (II) describe the methods used to satisfy the service needs of such minority older individuals and (III) provide information on the extent to which the area agency on aging met the objectives described in clause (a)(4)(A)(i).

- 306(a)(4)(B)(i) Each area agency on aging shall provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on-- (I) older individuals residing in rural areas; (II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas); (III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas); (IV) older individuals with severe disabilities; (V) older individuals with limited English proficiency; (VI) older individuals with Alzheimer's disease and related disorders with neurological and A-3 organic brain dysfunction (and the caretakers of such individuals); and (VII) older individuals at risk for institutional placement; and
- 306(a)(4)(C) Each area agency on agency shall provide assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.
- 306(a)(5) Each area agency on aging shall provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities.
- 306(a)(6)(F) Each area agency will: in coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the area agency on aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations;
- 306(a)(9) Each area agency on aging shall provide assurances that the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.
- 306(a)(11) Each area agency on aging shall provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including-
- 306(a)(11)(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
- 306(a)(11)(B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and
- 306(a)(11)(C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

- 306(a)(13)(A) Each area agency on aging shall provide assurances that the area agency on aging will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.
- 306(a)(13)(B) Each area agency on aging shall provide assurances that the area agency on aging will disclose to the Assistant Secretary and the State agency—
  - 306(a)(13)(B)(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
  - 306(a)(13)(B)(ii) the nature of such contract or such relationship.
- 306(a)(13)(C) Each area agency on aging shall provide assurances that the area agency will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships.
- 306(a)(13)(D) Each area agency on aging shall provide assurances that the area agency will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.
- 306(a)(13)(E) Each area agency on aging shall provide assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.
- 306(a)(14) Each area agency on aging shall provide assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the area agency on aging to carry out a contract or commercial relationship that is not carried out to implement this title.
- 306(a)(15) provide assurances that funds received under this title will be used-
  - 306(a)(15)(A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and
  - 306(a)(15)(B) in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212;

**The governing body of the area agency has reviewed and approved these Assurances for the FY'2012 Area Plan Update.**

Signature of Authorized Official of the Grantee (Director, Area Agency on Aging)

  
 \_\_\_\_\_  
 Signature of Authorized Official of the Grantee (AAA Director)

3-23-11  
 \_\_\_\_\_  
 Date

\_\_\_\_\_  
 Signature of Other Designee (If Appropriate)

\_\_\_\_\_  
 Date

Assurance of Compliance with the Department of Health and Human Services Regulations Regarding  
Title VI of the Civil Rights Act of 1964, as Amended

Hawkeye Valley (hereinafter called the "Applicant")  
Name of Applicant (Area Agency on Aging)

HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR Part 80) issued pursuant to that title, to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Applicant receives federal financial assistance from the Department; and hereby gives assurance that it will immediately take any measures necessary to effectuate this agreement.

If any real property or structure thereon is provided or improved with the aid of federal financial assistance extended to the Applicant by the Department, this assurance shall obligate the Applicant, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided, this assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. In all other cases, this assurance shall obligate the Applicant for the period during which the federal financial assistance is extended to it by the Department.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other federal financial assistance extended after the date hereof to the Applicant by the Department, including installment payments after such date on account of applications for federal financial assistance which were approved before such date. The Applicant recognizes and agrees that such federal financial assistance will be extended in reliance on the representations and agreements made in this assurance, and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the Applicant, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Applicant.

**FY'2012 Area Plan Update**

Hawkeye Valley  
Applicant (Area Agency on Aging)

3.23.11  
Date

By   
Signature of Authorized Official of the Grantee  
(AAA Director)

Applicant's Mailing Address (Area Agency on Aging):

PO Box 388  
Waterloo, IA 50704

Assurance of Compliance with Section 504 of the  
Rehabilitation Act of 1973, as Amended

The undersigned (hereinafter called the "recipient") HEREBY AGREES THAT it will comply with Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), all requirements imposed by the applicable HHS regulation (45 CFR Part 84), and all guidelines and interpretations issued pursuant thereto.

Pursuant to subsection 84.5(a) of the regulation (45 CFR84.5(a), the recipient gives this Assurance in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts (except procurement contracts of insurance or guaranty), property, discounts, or other federal financial assistance extended by the Department of Health and Human Services after the date of this Assurance including payments or other assistance made after such date on applications for federal financial assistance that were approved before such date. The recipient recognizes and agrees that such Federal financial assistance will be extended in reliance on the representation and agreements made in this Assurance and that the United States will have the right to enforce this Assurance through lawful means. This Assurance is binding on the recipient, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this Assurance on behalf of the recipient.

This Assurance obligates the recipient for the period during which federal financial assistance is extended to it by the Department of Health and Human Services or, where the assistance is in the form of real or personal property, for the period provided for in subsection 84.5(b) of the regulation (45 CFR84.5 (b).

The recipient: (Check (a) or (b))

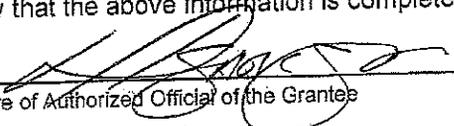
a. ( ) employs fewer than fifteen persons

b. (x) employs fifteen or more persons and, pursuant to subsection 84.7(a) of the regulation (45 CFR 84.7(a), has designated the following person(s) to coordinate its efforts to comply with the HHS regulations:

<u>Mike Isaacson</u>	<u>3-23-11</u>	
Name of Designee(s) (Director, Area Agency on Aging) (type or print)	Date	
<u>Hawkeye Valley</u>	<u>3-23-11</u>	
Name of Recipient (Area Agency on Aging) (type or print)	Date	
<u>PO Box 388</u>		
Street Address or P.O. Box		
<u>Waterloo</u>	<u>IA</u>	<u>50704</u>
City	State	Zip

**FY'2012 Area Plan Update**

I certify that the above information is complete and correct to the best of my knowledge.

 3-23-11  
Signature of Authorized Official of the Grantee Date

## Assurance of Compliance with the Minority Impact Statement

Pursuant to Iowa Code, Section 8.11, all grant applications submitted to the State of Iowa due January 1, 2009 and forward, shall include a Minority Impact Statement. This is the State's mechanism to require grant applicants to consider the potential impact of the grant project's proposed programs or policies on minority groups.

Please choose the statement(s) that pertains to this grant application. Complete all the information requested for the chosen statement(s).

**Statement One:** The proposed grant projects, programs or policies could have a disproportionate or unique positive impact on minority persons.

Describe the positive impact expected from this project below.

The Caregiver and Support Services department will continue to ensure an increased focus on minority impact. Several of the steps identified include expanded distribution of the HVAAA newsletter including the potential translation in Spanish and Bosnian for 1 edition; reviewing agency brochures and materials for ones not currently available in alternative languages; working with a subcommittee of the Area Advisory Committee to review the agency website, newsletter, marketing materials, etc.; memorandum of agreement with Jesse Cosby Neighborhood Center to be an expanded site for evidence-based disease prevention programming; continued contracting for elder services on the Meskwaki Settlement; and continuing with the Lifelong Links ADRC to provide expanded services to individuals with disabilities.

Indicate which group below is impacted by typing an "X" before the group's name.

- Women
- Persons with a disability
- Blacks
- Latinos
- Asians
- Pacific Islanders
- American Indians
- Alaskan Native Americans
- Other

**Statement Two:** The proposed grant projects, programs or policies could have a disproportionate or unique negative impact on minority persons.

Describe the negative impact expected from this project below.  
**Enter Text Here**

Present the rationale for the existence of the proposed program or policy.  
**Enter Text Here**

Provide evidence of consultation of representatives of the minority groups impacted.  
**Enter Text Here**

Indicate which group is impacted by typing an "X" before the group's name.

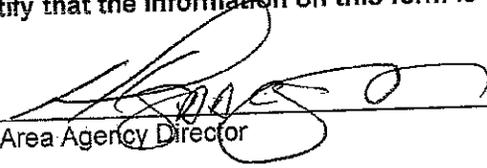
- Women
- Persons with a disability
- Blacks
- Latinos
- Asians
- Pacific Islanders
- American Indians
- Alaskan Native Americans
- Other

**Statement Three:** The proposed grant project programs or policies are not expected to have a disproportionate or unique impact on minority persons.

Present the rationale for determining no impact.  
**Enter Text Here**

**FY'2012 Area Plan Update**

I hereby certify that the information on this form is complete and accurate, to the best of my knowledge:

  
\_\_\_\_\_  
Signature of Area Agency Director

Hawkeye Valley  
\_\_\_\_\_  
Name of Area Agency on Aging

3-23-11  
\_\_\_\_\_  
Date

Definitions

"Minority persons", as defined in Iowa Code Section 8.11, mean individuals who are women, persons with a disability, Blacks, Latinos, Asians or Pacific Islanders, American Indians, and Alaskan Native Americans.

"Disability", as defined in Iowa Code Section 15.102, Subsection 5, paragraph "b", subparagraph (1):B, as used in this subsection means:

- (1) "Disability" with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of the individual, a record of physical or mental impairment that substantially limits one or more of the major life activities of the individual, or being regarded as an individual with a physical or mental impairment that substantially limits one or more of the major life activities of the individual.

"State agency", as defined in Iowa Code Section 8.11, means a department, board, bureau, commission, or other agency or authority of the State of Iowa.

**Assurance of Compliance with the  
State of Iowa Laptop/Tablet Data Protection Standard  
Associated with CMPFE**

The Area Agency on Aging assures that laptop and/or tablet computers used to access IDA's database system associated with the Case Management Program for Frail Elders (CMPFE) meet all requirements of the State of Iowa Laptop/Tablet Data Protection Standard.

**FY'2012 Area Plan Update**

The area agency director and/or governing body has reviewed and approved this assurance.

  
\_\_\_\_\_  
Signature of Area Agency Director

Hawkeye Valley  
\_\_\_\_\_  
Name of Area Agency on Aging

3.23.11  
\_\_\_\_\_  
Date

## Section 1.4 Profile of Planning and Service Area (PSA)

### Mission Statement

Hawkeye Valley Area Agency on Aging creates and provides services for older persons to empower them to maintain their independence.

### Vision Statement

To empower older persons to live safe and independent lives with dignity, purpose and self-determination.

### Demographic Profile

#### Population(s) Served

(1) Serves the 6 and 7 planning and service areas. Agency has merged operation throughout the planning, coordination, and fiscal management of the organization. We do not differentiate between the two. Based upon that, below is basic demographic information as it applies to the two areas:

Total population:	308,240
60+	62,945 (20.4%)
60+ Rural	29,605 (47.0%)
65+	49,620 (16.1%)
65+ Rural	22,770 (45.9%)
75+	26,130 (8.5%)
75+ Rural	11,550 (44.2%)

#### Diversity

1. HVAAA serves PSA 6 and 7 and has the following percentages of minorities: 2% African American, 1% American Indian and Alaskan native, 1% Asian, 0% Native Hawaiian and Other Pacific Islanders, 1% some other race, 1% two or more races. As the data indicates, the number of minorities 60+ is relatively small compared to other regions of Iowa and the United States; however, the percentage of minorities in Iowa, much like the rest of the nation, is predicted to grow and this will likely reflect in the number of persons over 60 who identify themselves as minority in the future.
2. Percent of consumers that identify themselves as minorities: 5.02 African American, .55% American Indian and Alaskan Native, .23% Asian, .06% Native Hawaiian and Other Pacific Islander.

For the American Indian population, HVAAA has a contractual arrangement with the Meskwaki Indian Settlement in Tama to provide meals and culturally appropriate programming on site. For the African American population, HVAAA has a contractual arrangement with the Jesse Cosby Neighborhood Center that provides outreach to African Americans.

3. Examples of outreach to minority populations not served by HVAAA: recent updates to the agency website included both Spanish and Croatian translations of services. The agency also routinely sends press releases to KBBG and an urban radio station located in Waterloo with a target market of African Americans. HVAAA has tried to reach out to the Hispanic and Latino population in both Waterloo and Marshalltown recently when setting up CDSMP.
4. HVAAA has had an agreement with Aging Resources of Central Iowa to provide resettlement services to older Vietnamese refugees. More recently HVAAA had a similar agreement with Aging Resources of Central Iowa to provide resettlement services to Bosnian refugees but this contract ended in September 2010.

## Rural Communities

As indicated above, 47% of the 60 and older individuals in our service area reside in primarily rural communities based upon census data. Utilizing NAPIS measurement of rural, nearly 73 percent of our population is considered rural which we believe is much more reflective of our service area. HVAAA is committed to maintaining outreach, information and assistance, case management, and meal service to all communities regardless of size. We coordinate with other agencies such as home care services to deliver multi-day frozen or shelf stable meal packs to individuals in rural areas. Our long-standing volunteer transportation program addresses transportation needs of individuals residing outside the transit service area.

## Growth of 65-69 Population

HVAAA has already begun implementing changes in program planning to account for the increase in this population by experimenting with offering an evening meal and by eliminating the word 'senior' in many of the program names. Agency will continue to monitor this population.

## Informal Caregiver System

Nationally, it is projected that 1 out of every 4 persons are providing some type of caregiver support to an older loved one. Daily, calls are received from family members and friends asking basic questions regarding housing options, chore services, and health-related activities. They do not perceive themselves as "caregivers" but only carrying out basic family and friend responsibilities. HVAAA continues to expand and diversify our means of providing outreach, education, and support to those very critical individuals who are just "doing their duty".

## Targeting Plan

HVAAA provides ongoing outreach and coordination of services targeting many diverse populations. The majority of African-American elders reside in Black Hawk County. We currently contract with the Jesse Cosby Neighborhood Center whose mission is to provide outreach and services to minority individuals.

- HVAAA will continue to provide outreach to African-American elders throughout the planning and service area to meet their needs through the Jesse Cosby Neighborhood Center.
- HVAAA will ensure that the Board of Directors and Area Advisory Committee have representation from the African-American population to ensure we stay true to our mission.

We also contract with the Meskwaki Settlement to provide outreach and senior services for elder American Indians.

- HVAAA will continue to contract with the Meskwaki Tribal Organization to meet the needs of elder American Indians.
- HVAAA will recruit a representative to serve on the Area Advisory Committee.

In Black Hawk County, we provide an Older Bosnian Outreach program and have assisted all but 3 elder refugees to attain citizenship. We continue to provide ESL classes and advocacy for both the 3 refugees and the over 50 other elders including a monthly social coffee reflective of their social gatherings in Bosnia to provide information and assistance to them. We employ a bi-lingual coordinator who also provides translation services to our case manager coordinating services for frail elder Bosnians.

- HVAAA will continue to provide targeted services to elder Bosnians through outreach, advocacy, and other senior services and will employ a bi-lingual staff to fulfill this service.

We also employ two individuals who are fluently bilingual in Spanish but have very few elder Hispanics utilizing our services.

- Increased targeting will be provided to elder Hispanics over the duration of this Plan utilizing our bilingual staff to assist.

Our Senior Helpline has access to the Language Line to provide translation services. We also have a contract for sign language services for non-hearing individuals and work closely with Department of Blind staff to assist non-sighted individuals.

-HVAAA will maintain our contracts for Language Line for Limited English Proficiency individuals and for sign language for non-sighted individuals.

-HVAAA will continue to work collaboratively with Department of Blind staff to address the needs of non-sighted individuals.

## Section 1.5 Needs Assessment

### FY'2012 Progress Update on Goal 1 / Local Objective 1

Goal 1. Enable older Iowans and their families to make informed decisions about, and be able to easily access, existing home and long-term care options.

#### Agency-Specific Performance Measure

1. Information and Assistance database accuracy
  2. Number of people that visit the Resource Center
- No change

#### Local Objective 1

HVAAA will make available information about long term care options to consumers FY 2010, 2011, 2012, 2013.

#### Needs Being Addressed

No change

#### Local Strategies / Action Steps

1. No change
2. 2011 – Market public information available that is provided by HVAAA through the Resource Center as a walk-in resource for long term care options 2012 – Provide information about long term care options available through the Aging and Disability Resource Center staff and resource center.
3. Add – In 2012 HVAAA will involve the ADRC Advisory Committee in developing protocols for the Aging and Disability Resource Center.

#### List Major Accomplishment(s) Achieved Since Last Area Plan Submission

HVAAA achieved a 100% rating of the ESP database.

#### Key Activities:

Implemented a process of calling all providers throughout service area annually to update ESP database. Enhanced the visibility of the ADRC to make it more appealing to those who sought information.

#### List Current and Future Challenges/Barriers

Identify and implement consistent policies and procedures for the ADRC.

#### Challenges/Barriers:

#### Plans to Overcome Barriers:

Advisory Committee will assist in identifying needed ADRC policies.

**Table 1.1**

Agency-Specific Activity Being Measured	FY'07 Baseline Data	FY'08 Actual Data	FY'09 Actual Data	FY'2010 Actual Data	FY'2011 YTD Data	FY'2012 Performance Projection
ESP Database Accuracy	75%	100%	95%	100%	100%	100%
# of ADRC Contacts	N/A	N/A	N/A	184	1238	4500

**Note:** For some agency-specific measures, the columns for FY '07 Baseline Data and FY '08 Actual Data will be reported as "N/A" because the AAA was not yet collecting data for the activity when the agency-specific measure was originally submitted to IDA on April 1, 2009. Therefore, FY '09 Actual Data may be the first year data was collected and thus reported to IDA in the Data Table.

**FY'2012 Progress Update of Goal 1 / Local Objective 2**

**Goal 1. Enable older lowans and their families to make informed decisions about, and be able to easily access, existing home and long-term care options.**

**Agency-Specific Performance Measure**

Monthly tracking of presentations given by HVAAA staff.  
Quarterly review of newsletter for long term care options articles.  
No change

**Local Objective 2**

Provide reliable access to long term care options through public information programs FY 2011-2013.  
No change

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

**List Major Accomplishment(s) Achieved Since Last Area Plan Submission**

Achieved

**Key Activities:**

Established an advisory committee to assist with revising newsletter.

**List Current and Future Challenges/Barriers**

A barrier to HVAAA staff presenting to groups will be the availability of funding for travel to speaking events.  
Determine a method that more effectively distributes the HVAAA newsletter, the ElderWay.

**Challenges/Barriers:**

No barriers

**Plans to Overcome Barriers:**

Advocate for sufficient funds to achieve agency mission.  
Discuss with advisory members methods for ElderWay distribution expansion.

**Table 1.2**

Agency-Specific Activity Being Measured	FY'07 Baseline Data	FY'08 Actual Data	FY'09 Actual Data	FY'2010 Actual Data	FY'2011 YTD Data	FY'2012 Performance Projection
Number of Presentations	25	18	28	106	33	50
Number of Articles	N/A	N/A	N/A	14	6	12

**Note:** For some agency-specific measures, the columns for FY '07 Baseline Data and FY '08 Actual Data will be reported as "N/A" because the AAA was not yet collecting data for the activity when the agency-specific measure was originally submitted to IDA on April 1, 2009. Therefore, FY '09 Actual Data may be the first year data was collected and thus reported to IDA in the Data Table.

**FY'2012 Update of Goal 2 / Local Objective 1**

**Goal 2. Enable older Iowans to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.**

**Case Management (CMPFE) Performance Measure.** The average number of months a client's independent living status is maintained because of CMPFE before being discharged from the program due to institutionalization or death. (Section 306(a) (8) of the Older Americans Act, as amended 2006, requires an area agency on aging to include case management as a measure in the area plan.)

**Local Objective 1**

To assess, coordinate, advocate, and monitor home and community based services and supports that assist Iowans 60+ years of age in choosing options that allow them to remain in their homes with high quality of life FY2010-2013.

No change

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

1. No change
2. No change
3. Add HVAAA will assess consumer perception of HVAAA CMPFE service coordination through a client satisfaction survey.

**List Major Accomplishment(s) Achieved Since Last Area Plan Submission**  
Measure achieved

**Key Activities:**

Created a partnership with Allen School of Nursing for in-home safety assessments.

**List Current and Future Challenges/Barriers**

The data stated through Seamless software is incorrect resulting in an error in reporting case management FY2009 results.

Delay in application for Medicaid Elderly Waiver from Department of Human Services is impacting the ability to provide case management services.

**Challenges/Barriers:**

**Plans to Overcome Barriers:**

New software for case management will be implemented in April 2011.

Provide education to officials about the impact the delay in attaining Elderly Waiver has on the outcomes of consumers.

**Table 2.1:**

Activity Being Measured	FY'07 Baseline Data	FY'08 Actual Data	FY'09 Actual Data	FY'2010 Actual Data	FY'2011 YTD Data	FY'2012 Performance Projection
Average Number of Months Independent Living Status is Maintained	13	17	19	31	29	33

**FY'2012 Update of Goal 2 / Local Objective 2**

**Goal 2. Enable older Iowans to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.**

**Caregiver Performance Measure.** The number of client contacts and the number of registered clients that receive assistance from the National Family Caregiver Support Program. (Section 306(a) (7) of the Older Americans Act, as amended 2006, requires an area agency on aging to include caregiver as a measure in the area plan.)

**Local Objective 2**

Provide information and support services to caregivers FY 2010-2013.  
No change

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

**List Major Accomplishment(s) Achieved Since Last Area Plan Submission**

Measure achieved

**Key Activities:**

HVAAA held two caregiver events- one in Marshalltown and the other in Waterloo with a total of 98 attendees.

**List Current and Future Challenges/Barriers**

No barriers

**Challenges/Barriers:**

**Plans to Overcome Barriers:**

No barriers to overcome

**Table 2.2:**

Activity Being Measured	FY'07 Baseline Data # of Registered Clients Only	FY'08 Actual Data # of Registered Clients Only	FY'09 Actual Data # of Registered Clients Only	FY'2010 Actual Data # of Registered Clients & Client Contacts	FY'2011 YTD Data # of Registered Clients & Client Contacts	FY'2012 Performance Projection
# of Registered Clients OR # of Registered Clients & Client Contacts	141	3262	715	3506	1118	2000

**Note:** FY'07 through FY'09 data reflects only the number of registered clients that received assistance from the National Family Caregiver Support Program. From FY'2010 forward, data reflects the number of client contacts and the number of registered clients receiving assistance from the program.

**FY'2012 Update of Goal 3 / Local Objective 1**

**Goal 3. Empower older Iowans to stay active and healthy through Older Americans Act Services including evidenced-based disease prevention programs.**

**Nutrition Risk Performance Measure.** The percent of clients determined to be at high nutritional risk that receive congregate meals, home delivered meals and nutritional counseling and maintain or improve their nutritional risk scores. (Section 306(a) (1) of the Older Americans Act, as amended 2006, requires an area agency on aging to include nutritional services in the area plan.)

**Local Objective 1**

To maintain or decrease nutrition risk scores of Iowans 60+ years of age.  
No change

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

HVAAA will assess congregate and home delivered meals consumers meal satisfaction through the administration of a survey.

**List Major Accomplishment(s) Achieved Since Last Area Plan Submission**

Measure achieved.

**Key Activities:**

Talked with consumers about scores, gave consumers a nutrition education piece that relates to each nutritional risk assessment question.  
Offer nutritional counseling.

**List Current and Future Challenges/Barriers**

Most consumers refuse nutritional counseling and no funds were allocated to it previously.

**Challenges/Barriers:**

**Plans to Overcome Barriers:**

Allocate funds to this item.  
Develop a list of dieticians that will provide nutrition counseling in the HVAAA service area.  
Continue to offer the service and allow consumers to choose provider.

**Table 3.1**

Activity Being Measured	FY'07 Baseline Data	FY'08 Actual Data	FY'09 Actual Data	FY'2010 Actual Data	FY'2011 YTD Data	FY'2012 Performance Projection
% of Clients that maintain or improve Risk Scores	88%	77%	89%	75%	74%	75%

**FY 2012 Progress Update of Goal 3 / Local Objective 2**  
**Goal 3. Empower older Iowans to stay active and healthy through Older Americans Act Services including evidenced-based disease prevention programs.**

**Agency-Specific Performance Measure**  
Preventative and Health Promotion Contacts  
No change

**Local Objective 2**  
Provide interventions demonstrated to improve the health and well-being of Iowans 60+ years of age.

**Needs Being Addressed**  
No change

**Local Strategies / Action Steps**

1. No change
2. 2011 offer chronic disease self management program. 2012 change to offer Better Choices Better Health Program.
3. No change
4. Add Offer Matter of Balance Fall Prevention Program.
5. Add Develop and administer a survey to evidenced based class participants to assess benefits of programming.

**List Major Accomplishment(s) Achieved Since Last Area Plan Submission**  
Measure achieved.

**Key Activities:**  
Expanded evidence based programming to additional counties.

**List Current and Future Challenges/Barriers**  
No barriers

**Challenges/Barriers:**

**Plans to Overcome Barriers:**  
No barriers to overcome.

**Table 3.2**

Agency-Specific Activity Being Measured	FY'07 Baseline Data	FY'08 Actual Data	FY'09 Actual Data	FY 2010 Actual Data	FY'2011 YTD Data	FY'2012 Performance Projection
Enrollment Preventative/ Health Promotions Programs	76	118	130	518	281	400

**Note:** For some agency-specific measures, the columns for FY '07 Baseline Data and FY '08 Actual Data will be reported as "N/A" because the AAA was not yet collecting data for the activity when the agency-specific measure was originally submitted to IDA on April 1, 2009. Therefore, FY '09 Actual Data may be the first year data was collected and thus reported to IDA in the Data Table.

**FY'2012 Progress Update of Goal 4 / Local Objective 1**  
**Goal 4. Ensure the Rights of Older Iowans and Prevent Their Abuse, Neglect, and Exploitation.**

**Agency-Specific Performance Measure**

Number of Bosnian advocacy outreach hours to Bosnian consumers.

No change

**Local Objective 1**

Provide advocacy for refugee Bosnian consumers 60+ years of age and older who have gained citizenship to help them secure rights and privileges available to them.

No change

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

**List Major Accomplishment(s) Achieved Since Last Area Plan Submission**

Measure achieved.

**Key Activities:**

none

**List Current and Future Challenges/Barriers**

While HVAAA has successfully met the goal for Bosnian outreach, the agency needs to continually strive for ways to educate the Bosnian community about the services we provide to older persons.

**Challenges/Barriers:**

**Plans to Overcome Barriers:**

Monitor

**Table 4.1**

Activity Being Measured	FY'07 Baseline Data	FY'08 Actual Data	FY'09 Actual Data	FY'2010 Actual Data	FY'2011 YTD Data	FY'2012 Performance Projection
Number of Advocacy Hours to Bosnian Consumers	1187	1277	155	1958	758	2000

**Note:** For some agency-specific measures, the columns for FY '07 Baseline Data and FY '08 Actual Data will be reported as "N/A" because the AAA was not yet collecting data for the activity when the agency-specific measure was originally submitted to IDA on April 1, 2009. Therefore, FY '09 Actual Data may be the first year data was collected and thus reported to IDA in the Data Table.

**FY'2012 Progress Update of Goal 4 / Local Objective 2**  
**Goal 4. Ensure the Rights of Older Iowans and Prevent Their Abuse, Neglect, and Exploitation.**

**Agency-Specific Performance Measure**

Number of call center contacts  
Number of community education sessions made as tracked by the call center and consumer fraud division  
No change

**Local Objective 2**

Through outside funding, provide outreach and education through telephone contacts by the call center employees and volunteers.  
No change

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

**List Major Accomplishment(s) Achieved Since Last Area Plan Submission**  
Measure achieved.

**Key Activities:**

Surpassed call center grantor goal for number of contacts by 77,000 contacts.

**List Current and Future Challenges/Barriers**

The AARP Call Center Grant ended November 2010. HVAAA will need to seek other funding sources.

**Challenges/Barriers:**

**Plans to Overcome Barriers:**

Discussions underway about using the call center to outreach to older persons. If AARP Foundation no longer will fund call center, HVAAA will seek different measure in 2012.

**Table 4.2**

Agency-Specific Activity Being Measured	FY'07 Baseline Data	FY'08 Actual Data	FY'09 Actual Data	FY'2010 Actual Data	FY'2011 YTD Data	FY'2012 Performance Projection
Telephone contacts	71074	158656	111338	177559	66470	N/A
Community Information Sessions	37	30	35	57	30	50

**Note:** For some agency-specific measures, the columns for FY '07 Baseline Data and FY '08 Actual Data will be reported as "N/A" because the AAA was not yet collecting data for the activity when the agency-specific measure was originally submitted to IDA on April 1, 2009. Therefore, FY '09 Actual Data may be the first year data was collected and thus reported to IDA in the Data Table.

## Section 1.6 Required Documents

### Request for Direct Service Waiver

The *Request for Direct Service Waiver* form is a mandatory form, which is required to be included in the AAA's submission of the Area Plan Update. Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below. IAC 17-6.12(231) requires AAAs to submit a request to provide direct services as part of the area plan. Refer to the Instructions Template for a list of services exempt from the requirements in subrule 6.12(3).

#### 1. Service Selection:

- a. The area agency does not request a Direct Service Waiver in FY2012.
- b. A waiver is required once every four years for each service provided directly by the area agency if the waiver is maintained for the entire four-year period of the area plan.

The area agency declares that each service it provides in FY2012 is the same service directly provided since FY2010. The services are:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If option "a" or "b" is selected by the area agency, it is not necessary to complete the remaining portion of the Request for Direct Service Waiver Form.

#### 2. The service for which the area agency seeks a Request for Direct Service Waiver is:

\_\_\_\_\_

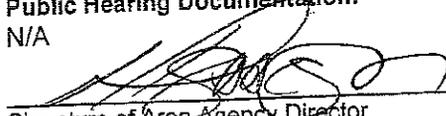
Please select the basis for which the waiver request is required (more than one may be selected).  
Use the left mouse to double click on the box to open the box and insert an "x."

- c. Provision of the service(s) by the area agency on aging is necessary to assure an adequate supply of such services.
- d. Such service(s) are directly related to area agency on aging administrative functions.
- e. The service(s) is provided more economically, and with comparable quality, by the area agency on aging.
- \_\_\_\_\_
- \_\_\_\_\_

#### 3. Justification for Direct Service Waiver: For each direct service requested, provide the following:

#### 4. Public Hearing Documentation:

N/A

  
Signature of Area Agency Director

3-23-11  
Date

Hawkeye Valley  
Name of Area Agency on Aging

### Equipment and Real Property Acquisitions

The *Equipment and Real Property Acquisitions* form is a mandatory form, which is required to be included in the AAA's submission of the Area Plan Update.

If the area agency is not reporting equipment and/or real property acquisitions, insert an "x" in the box to the left. Using the left Mouse, double click on the box to open and insert an "x."

If the area agency is reporting equipment and/or real property, insert an "x" in the box to the left. The area agency is required to: (1) List planned purchases of equipment equal to or greater than \$5,000 and (2) real property valued at \$10,000 or more. In addition, all property valued at \$10,000 or more [real property acquisitions] must be explained in an attached narrative, including sources of funding, amount required, and expected life.

Tax #	Service Support or Delivery Category (1) List planned purchases of equipment equal to or greater than \$5,000; and (2) Real property valued at \$10,000 or more.	Description	Source	Amount
				\$

**List of Contracts with For-Profit, Not For-Profit or Provider Pool POS  
Organizations & Contract Notice**

The *List of Contracts* form is a mandatory form, which is required to be included in the AAA's submission of the Area Plan Update each year of the four-year area plan. The form must be signed and dated.

If the area agency is not reporting contracts with For-Profit, Not For-Profit or POS provider organizations, insert an "x" in the box to the left.  
(Using the left Mouse, double click on the box to open the box and insert an "x.")

<p align="center">Name &amp; Address of: For-Profit Not For-Profit Provider Pool POS</p> <p><small>[List(s) of Providers may be attached to the Appendix Section of the Area Plan Update]</small></p>	<p align="center">Provider ✓ Medicare /Medicaid Payment Denial*</p> <p align="center">(Yes/No)</p>	<p align="center">List OAA Service(s) to be Provided</p>	<p align="center">Indicate Provider Type by Using:</p> <p align="center">NP (For Profit) NFP (Not For- Profit) POS (Provider Pool POS)</p>	<p align="center">Cost / Unit of Service</p>
ABCM Corp dba ABCM Healthy Living Home Care 345 Parrott Str Aplington, IA 50604	Yes	Chore Homemaker	NP	15.00 19.00
Active Style Inc 3100 Pacific Str Minneapolis, MN 55411	Yes	Mat Aid/Assist Dev	NP	107.30
Allen Home Health Services 1825 Logan Ave Waterloo, IA 50703	Yes	Assess/Interv Chore Finance Counsel Homemaker Mat Aid/Assis Dev Emerg Resp  Nutrn Counsel Per Care/HH Aid Respite Friendly Visitor	NFP	80.85 15.03 30.93 19.31 107.31 48.29 install 37.56 ongoing 32.17 25.11 17.56 15.06
Allen Memorial Hospital 1825 Logan Ave Waterloo, IA 50703	Yes	Emerg Resp	NFP	27.00
Always Best Care of the C.V. PO Box 1952 Waterloo, IA 50704	Yes	Homemaker Per Care/HH Aid Respite	NP	18.75 20.25 17.56

B&D Services Inc 212 1 <sup>st</sup> Str E Independence, IA	Yes	Chore Homemaker Respite	NP	15.03 19.31 17.56
Black Hawk Co. Health Dept 1407 Independence Ave Waterloo, IA 50703	Yes	Per Care/HH Aid	NFP	25.11
Black Hawk Grundy Mental Health 3251 W. 9 <sup>th</sup> Str Waterloo, IA 50702	Yes	Assess/Interv MH Outreach	NRP	80.85 23.20
Butler Co. Public Health 428 6 <sup>th</sup> Str Allison, IA 50602	Yes	Assess/Interv Homemaker Per Care/HH Aid	NFP	80.85 19.31 25.11
Cedar Valley Hospice PO Box 2880 Waterloo, IA 50704	Yes	Assess/Interv Financial Counsel Respite Friendly Visitor	NFP	50.00 22.00 12.00 12.00
School Bus Sales dba Cedar Valley Mobility 3804 Hammond Ave Waterloo, IA 50702	Yes	Home Repairs Mat Aid/Assist Dev	NP	984.75 107.30
Chickasaw Co. Public Health 260 E. Prospect New Hampton, IA 50659	Yes	Assess/Interv Chore Homemaker Per Care/HH Aid Respite	NFP	80.85 15.03 19.31 25.11 17.56
Comfort Care Medicare 2616 Orchard Drive, Ste A Cedar Falls, IA 50613	Yes	Assess/Interv Homemaker Per Care/HH Aid	NP	80.85 19.31 25.11
S&J Services dba Comfort Keepers 19 S. Center Str, Ste 2 Marshalltown, IA 50158	Yes	Homemaker Personal Care Respite	NP	19.61 21.50 17.56
Community Based Services 403 3 <sup>rd</sup> Street, SE Waverly, IA 50677	Yes	Assess/Interv Homemaker Nutrition Counsel Personal Care Respite	NFP	80.85 19.31 32.17 25.11 17.56
Consumer Credit Counseling 1003 W. 4 <sup>th</sup> Street Waterloo, IA 50702	Yes	Financial Counsel	NFP	30.93
Covenant Home Health 3421 W. 9 <sup>th</sup> Street Waterloo, IA 50702	Yes	Assess/Interv Homemaker Nutrition Counsel Personal Care Respite	NFP	80.85 19.31 32.17 25.11 17.56
Covenant Home Medical 441 San Marnan Waterloo, IA 50702	Yes	Home Repair Mat Aid/Assist Dev	NP	984.75 107.30

Covenant Medical Center Lifeline 2101 Kimball Ave Waterloo, IA 50702	Yes	Emerg Resp	NFP	45.00 install 35.00 monthly
Critical Signal Technologies 22600 Haggerty Rd Farmington Hills, MI 48335	Yes	Emerg Resp	NP	22.00 monthly
Darrell E. Davies Adult Day Care 204 2 <sup>nd</sup> Str, SW Independence, IA 50644	Yes	Adult Day Care	NFP	6.88/hour
Family Mgmt Credit Counselors Inc 1409 W 4 <sup>th</sup> Str Waterloo, IA 50702	Yes	Financial Counsel	NFP	30.93
Girling Home Health 16 1 <sup>st</sup> SW Oelwein, IA 50662	Yes	Homemaker Personal Care	NP	19.31 25.11
Greenbelt Home Care 243 Edgington Ave Eldora, IA 50627	Yes	Assess/Interv Homemaker Home Repairs Mat Aid/Assis Dev Personal Care Respite Friendly Visitor	NFP	80.85 19.31 984.75 107.30 25.11 17.56 15.06
Grinnell Regional Home Care 210 4 <sup>th</sup> Ave Grinnell, IA 50113	Yes	Homemaker Per Care/HH Aid	NFP	19.31 25.11
Grundy Co. Public Health 704-1/2 H Ave, Ste 3 Grundy Center, IA 50638	Yes	Assess/Interv Homemaker Personal Care Respite	NFP	80.85 19.31 25.11 17.56
Hammer Medical Supply 219 E. Main Street Marshalltown, IA 50158	Yes	Mat Aid/Assis Dev	NP	107.30
Heartland Security 213 N. 8 <sup>th</sup> Melrose, MN 56352	Yes	Emerg Resp	NP	48.29 install 31.82 monthly
Home Instead Senior Care 1844 Ridgeway W Waterloo, IA 50701	Yes	Chore Homemaker Respite Friendly Visitor	NP	15.03 19.31 17.56 15.06
Home Instead Senior Care-Newton 207 1 <sup>st</sup> Ave W Newton, IA 58208	Yes	Homemaker Personal Care Respite	NP	19.31 25.11 17.56
Homeward 1114 Duff Ave Ames, IA 50011	Yes	Emerg Resp	NFP	48.29 Install 37.56 ongoing

Hy-Vee Home Medical 2181 Logan Ave Waterloo, IA 50703	Yes	Home Repair Mat Aid/Assist Dev	NP	984.75 107.30
IA Health Home Care 211 West Str Grinnell, IA 50112	Yes	Mat Aid/Assis Dev Emerg Resp	NFP	107.30 50.00 install 36.00 monthly
Iowa Home Care LLC 12107 Stratford Dr Clive, IA 50325	Yes	Assess/Interv Chore Homemaker Emerg Resp  MH Outreach Personal Care Respite	NP	80.85 15.03 19.31 48.29 install 37.56 ongoing 23.20 25.11 17.56
Iowa Legal Aid 1111 9 <sup>th</sup> Street, Ste 230 Des Moines, IA 50314	Yes	Legal Assist	NFP	65.00/hour
The Larrabee Center Inc 117 11 <sup>th</sup> Str NW Waverly, IA 50677	Yes	Assess/Interv Chore Homemaker	NFP	80.85 15.03 19.21
St. Luke's Lifeline 1026 A Ave NE Cedar Rapids, IA 52406	Yes	Emerg Resp	NFP	48.00 Install 35.00/40.00 ongoing
Marquart & Corwin Htg & Cooling 5538 Independence Waterloo, IA 50703	Yes	Home Repair Mat Aid/Assist Dev	NFP	984.75 107.30
Marshalltown Counseling Center 16 E Main, Ste 100 Marshalltown, IA 50158	Yes	Financial Counsel MH Outreach	NP	30.93 23.70
Marshalltown Medical & Surgical Center - Lifeline 3 South 4 <sup>th</sup> Ave Marshalltown, IA 50158	Yes	Emerg Resp	NFP	30.00 initial 28.00 ongoing
New Style Medical Supplier Inc 7512 Hwy 50 Weeping Water, NE 68463	Yes	Mat Aid/Assist Dev	NP	107.30
Northeast Iowa Interpreting Services 1707 Primrose Dr Cedar Falls, IA 50613	Yes	Sign Lang Inter	NP	35.00/hour
North Star Community Services 3420 University Ave Waterloo, IA 50701	Yes	Adult Day Care Homemaker Respite	NFP	6.88/hour 19.31 17.56
Palmer Home Health 200 Jefferson Str West Union, IA 52175	Yes	Assess/Interv Homemaker Personal Care Respite	NFP	80.85 19.31 25.11 17.56

Regional Health Services of Howard County 327 8 <sup>th</sup> Ave West Cresco, IA 52136	Yes	Mat Aid/Assist Dev	NFP	107.30
Regional Medical Homecare 709 W. Main Str Manchester, IA 52057	Yes	Homemaker Personal Care Respite	NFP	19.31 25.11 17.56
Rob McMahon Plumbing 323 Carroll Blvd Dunkerton, IA	Yes	Chore Home Repair Mat Aid	NP	15.03 984.75 107.30
Pathways Behavioral Services 3362 University Ave Waterloo, IA 50701	Yes	MH Outreach	NFP	23.20
Philips Lifeline 111 Lawrence Str Framingham, MA 01702	Yes	Mat Aid/Assis Dev Emerg Resp	NP	107.30 46.00 Install 30.00 ongoing
Quality Medical Services 2471 4 <sup>th</sup> Str SW Mason City, IA 50401	Yes	Chore Home Repair Mat Aid/Assist Dev	NP	15.03 984.75 107.30
Sunnycrest Nursing Center 401 Crisman Dysart, IA 52224	Yes	Adult Day Care	NP	6.88/hour
Sure Care Services 5300 S. Main Str Cedar Falls, IA 50613	Yes	Homemaker Respite	NFP	17.00 17.00
System Services 1319 Maynard Ave Waterloo, IA 50701	New Provider	Emerg Resp	NP	45.00 install 25.00 ongoing
Tama Co. Public Health 129 W. High Str Toledo, IA 52342	Yes	Assess/Interv Homemaker Personal Care Respite	NFP	80.85 19.31 25.11 17.56
True Living Comfort Senior Care 320 1 <sup>st</sup> Str East Independence, IA 50644	Yes	Chore Homemaker	NP	15.03 19.31
Walk-in Tubs & More 4007 University Ave Waterloo, IA 50701	Yes	Chore Home Repair	NP	15.03 984.75
Waterloo Visiting Nurses Assn 2530 University Ave, Ste 3 Waterloo, IA 50701	Yes	Assess/Interv Homemaker Personal Care Respite Dementia Eval	NFP	80.85 19.31 25.11 17.56 165.00
Valley Services Inc 4400 Mangum Dr Jackson, MS 39288	Yes	Congregate Meal HDM Frozen Meal Shelf Stable Meal	NP	3.83-4.60/meal 4.54-4.79/meal 3.59/meal 3.59/meal

Jesse Cosby Neighborhood Center 1112 Mobile Str Waterloo, IA 50703	Yes	Senior Ctr Progr Minority Outreach	NFP	3333.34/month
Mary Ann Riensche 13109 Rickard Rd Jesup, IA 50648	Yes	New client HDM intakes 6 month updates	NP	25.00/visit
Metropolitan Transit Authority of Black Hawk Co. (MET) 1515 Black Hawk Str Waterloo, IA 50702	Yes	Fixed Transp Rts Paratransit	NFP	.75 one way 6.26 one way
Iowa Northland Regional Transit (RTC) 229 E. Park Ave Waterloo, IA 50701	Yes	Public Transit  Volunteer Transit	NFP	Not less than 3.00/ride Not more than 25.00/ride
Sac & Fox Tribe of the Mississippi In Iowa 349 Meskwaki Rd Tama, IA 52339	Yes	Senior Ctr Progr And programs conducive to independent living	NFP	350.00/month
YWGA of Black Hawk Co. 425 Lafayette Waterloo, IA 50703	Yes	Prev Hlth/Promo	NFP	1500/month

  
Signature of Area Agency Director

3-23-11  
Date

Hawkeye Valley  
Name of Area Agency on Aging

Hawkeye Valley Area Agency on Aging  
 The Roadmap to Emergency Preparedness

<b>PLANNING &amp; TRAINING CHECK LIST</b>				
<b>PLANNING</b>				
<b>Update Existing COOP</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
Clarify AAA chain of command	x		March 2010	
Select AAA disaster POC	x		March 2010	
Update communication protocols	x		March 2010	
Educate staff on COOP	x		March 2010	
Evaluation & shelter-in-place plan	x		March 2010	
<b>Building Facilities &amp; Alternate Facilities</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
Identify alternate operations facility	x		March 2010	
Identify mission critical services	x		March 2010	
Organize service delivery plans	x		March 2010	
Secure IT Systems	x		March 2010	
Secure client files, records, data base	x		March 2010	
Secure financial systems	x		March 2010	
Other				
<b>Gaps in Services / Products</b>				
<b>Have VOADS cataloged this information? Is it available to AAA</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
Identify unmet needs before disaster strikes (special needs shelters; mental health)	x		March 2010	
Identify Service Areas & Resources	x		March 2010	
Identify Current Capacity/ Meet Needs	x		March 2010	
Design Mechanism to get Resources to emergency managers	x		March 2010	
Other				
<b>TRAINING</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
Train AAA staff	x		March 2010	
Participate in training exercises	x		March 2010	
Test COOP	x		March 2010	
Other				

## NETWORKS & PARTNERSHIPS CHECK LIST

### NETWORKS & PARTNERSHIPS

Identify existing local service networks				
	Yes	No	Complete	Comments
SEOC	x		March 2010	
County EMAs, First Responders	x		March 2010	
Local Law Enforcement	x		March 2010	
Councils of Government	x		March 2010	
Local Service Providers	x		March 2010	
Churches, Food Pantries, Soup Kitchens	x		March 2010	
Nursing Homes, Asst. Living Facilities	x		March 2010	
Long Term Recovery Committee	x		March 2010	
Identify existing regional networks				
	Yes	No	Complete	Comments
State Government	x		March 2010	
Other				
Identify existing national networks				
	Yes	No	Complete	Comments
Red Cross	X		March 2010	
VOADS	X		March 2010	
Federal Agencies	x		March 2010	
Other				
PARTNERSHIPS				
	Yes	No	Complete	Comments
Cooperative Agreements with partners Before federal declaration.	x		March 2010	
Cooperative Agreements with partners after federal declaration. Examples: Provision of meals to responders, translator services.	x		March 2010	
Capabilities / communications in place	x		March 2010	
Other	x		March 2010	

## COMMUNICATIONS & COORDINATION CHECK LIST

Before Disaster				
	Yes	No	Complete	Comments
<b>Within AAA</b>	x		March 2010	
COOP	x		March 2010	
Expanded disaster roles	x		March 2010	
Training	x		March 2010	
Distribution of Information	x		March 2010	
<b>With IDA</b>				
Contacts & backup information	x		March 2010	
Disaster plans	x		March 2010	
Identification of resources	x		March 2010	
<b>With Consumers</b>				
Special needs assessment	x		March 2010	
Contact mechanism	x		March 2010	
Strategy to distribute information	x		March 2010	
<b>With Partners</b>				
Contact points with backups	x		March 2010	
Hand-off & interaction plans	x		March 2010	
Known gaps assessment	x		March 2010	
Roles & capabilities	x		March 2010	
Information sharing	x		March 2010	
<b>With Vendors</b>				
Alternate contacts	x		March 2010	
Contingency plans	x		March 2010	
Backup suppliers	x		March 2010	
Response to Disaster				
	Yes	No	Complete	Comments
<b>Within AAA</b>				
Backup contact information	x		March 2010	
Roles, responsibilities & backups	x		March 2010	
<b>With IDA</b>				
Access to advice & resources	x		March 2010	
Authority issues	x		March 2010	
Reporting requirements	x		March 2010	
<b>With Consumers</b>				
Establishing contact	x		March 2010	
Needs assessment	x		March 2010	

Connect with resources	x		March 2010	
<b>With Partners</b>				
Hand-offs	x		March 2010	
Information sharing	x		March 2010	
Advocacy	x		March 2010	
<b>With Vendors</b>				
Assess capabilities	x		March 2010	
Transmit needs	x		March 2010	
<b>Recovery from Disaster</b>				
	Yes	No	Complete	Comments
<b>Within Agency</b>				
Roles & responsibilities	x		March 2010	
Debriefing	x		March 2010	
Reporting	x		March 2010	
<b>With IDA</b>				
Advice & resources	x		March 2010	
Authority	x		March 2010	
Reporting	x		March 2010	
<b>With Consumers</b>				
Follow-up contacts	x		March 2010	
Needs reassessment	x		March 2010	
Resource connections & hand-offs	x		March 2010	
<b>With Partners</b>				
Hand-offs	x		March 2010	
Information sharing	x		March 2010	
Advocacy	x		March 2010	
<b>With Vendors</b>				
Status updates	x		March 2010	

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<b>RESPONSE CHECK LIST</b>				
<b>Safe to Initiate Response Activity</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
Staff	x		March 2010	
Volunteers	x		March 2010	
Key Partners	x		March 2010	
Operational Location (s)	x		March 2010	
<b>Activation of Plan Components</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
Internal COOP	x		March 2010	
Communications	x		March 2010	
Key Partners	x		March 2010	
<b>Assessment of Need</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
Identify Needs being met by other resources	x		March 2010	
Identify Unmet Needs	x		March 2010	
<b>Determine Role</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
Allocation of Resources	x		March 2010	
<b>Maintenance of Response</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
Communication	x		March 2010	
Assessment of Need & Available Resources	x		March 2010	

<b>RECOVERY CHECK LIST</b>				
<b>Recovery</b>				
<b>Update Existing COOP</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
Clarify AAA chain of command	x		March 2010	
Select AAA recovery POC	x		March 2010	
Update communication protocols	x		March 2010	
Educate staff (& family) on COOP	x		March 2010	
Develop volunteer assistance plan	x		March 2010	
Other				
<b>Building Facilities &amp; Alternate Facilities</b>				

	Yes	No	Complete	Comments
Re-establish alternate operations facility	x		March 2010	
Re-establish mission critical services	x		March 2010	
Re-establish service delivery plans	x		March 2010	
Re-establish IT Systems	x		March 2010	
Re-establish client files, records, data base	x		March 2010	
Re-establish financial systems	x		March 2010	
Other				
<b>Client Unmet Needs (immediate versus long term)</b>				
	Yes	No	Complete	Comments
Chore services	x		March 2010	
Legal services (insurance settlements, appeals)	x		March 2010	
Transportation services	x		March 2010	
Handyman services	x		March 2010	
Meal programs	x		March 2010	
Miscellaneous programs/assistance	x		March 2010	
Other				