

*NorthLand*

**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>		
Verification of Intent .....		3
Authorized Signatures .....		4
<b>Section 1.2 Organizational Structure .....</b>		
Organizational Chart .....		5, 6
Area Agency on Aging Board of Officials and Members .....		7, 8
Area Agency on Aging Advisory Council Members .....		9
<b>Section 1.3 Compliance and Assurance Documents .....</b>		
Compliance with Assurances and General Provisions .....		10
Older Americans Act Assurances, as amended 2006 .....		11, 12, 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
Assurance of Compliance with the Minority Impact Statement .....		16, 17
Assurance of Compliance with the State of Iowa Laptop/Tablet Data Protection Standard (associated with CMPFE) .....		18
<b>Section 1.4 Profile of the Planning and Service Area (PSA) .....</b>		
Mission and Vision Statements .....		19
Demographic Profile .....		20
Targeting Plan .....		21, 22
<b>Section 1.5 Needs Assessment .....</b>		
Goal 1		
Local Objective 1 / Agency-Specific Performance Measure .....		23, 24
Local Objective 2 / Agency-Specific Performance Measure .....		25, 26
Goal 2		
Local Objective 1 / Case Management (CMPFE) Performance Measure .....		27, 28
Local Objective 2 / Caregiver Performance Measure .....		28, 30
Goal 3		
Local Objective 1 / Nutritional Risk Performance Measure .....		31, 32
Local Objective 2 / Agency-Specific Performance Measure .....		33, 34
Goal 4		
Local Objective 1 / Agency-Specific Performance Measure .....		35, 36
Local Objective 2 / Agency-Specific Performance Measure .....		37, 38
Goal 5		
Local Objective 1/Agency Specific Performance Measure .....		39, 40
Local Objective 2/Agency Specific Performance Measure .....		41, 42
Goal 6		
Local Objective 1/Agency Specific Performance Measure .....		43, 44
Local Objective 2/Agency Specific Performance Measure .....		45, 46
Goal 7		
Local Objective 1/Agency Specific Performance Measure .....		47, 48
Local Objective 2/Agency Specific Performance Measure .....		49, 50
Goal 8		
Local Objective 1/Agency Specific Performance Measure .....		51, 52
Local Objective 2/Agency Specific Performance Measure .....		53, 54

**Section 1.6 Appendixes**

**Appendix A: Required Documents**

Request for Direct Service Waiver Form(s) [Refer to Instructions] ..... 55

- Public Hearing Documents related to Request for Direct Service Waiver Process [Refer to Instructions] ... N/A

Equipment & Real Property Acquisitions Form(s) [Refer to Instructions] ..... 56

- Narrative for Equipment & Real Property Acquisitions Form [Refer to Instructions] ..... N/A

List of Contracts with For-Profit, Not For-Profit and Provider Pool Organizations and Contract  
Notice Form [Refer to Instructions] ..... 57

- Sample Standard Contracts with For-Profit, Not For-Profit and Provider Pool Organizations Appendix I

**Appendix B: Area Plan, Plan Amendments and Revisions [If Required/Refer to Instructions]**

Public Hearing Documents related to Area Plans, Plan Amendments ..... N/A

**Appendix C: Roadmap to Emergency Preparedness (Required) ..... Appendix II**

**Appendix D: The Area Plan Budget Report ..... Electronic Submission via IAFRS**

**Section 1.1 Verification of Intent and Area Agency Signature** [Click here](#) to go to page vi of the Instructions Template for details about how to complete the Verification of Intent form.

**Verification of Intent**

NorthLand (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.

3/21/11  
Date

  
Signature of Area Agency on Aging Director

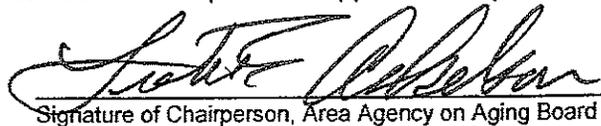
The Area Agency Advisory Council has reviewed the FY'2012 Area Plan Update and approves the plan.

3-10-11  
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.

3-10-11  
Date

  
Signature of Chairperson, Area Agency on Aging Board of Directors

Authorized Signatures  
FY'2012 Area Plan Update

NorthLand

Name of Area Agency

808 River Street

Decorah

IA 52101

Street Address

City

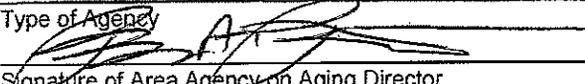
State & Zip

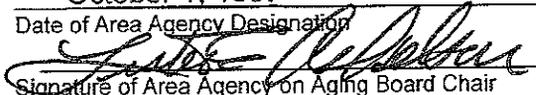
Private, Non Profit

October 1, 1967

Type of Agency

Date of Area Agency Designation

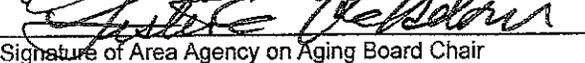
  
Signature of Area Agency on Aging Director

  
Signature of Area Agency on Aging Board Chair

Authorized Signatures for Funding Applications and Contracts

  
Signature of Area Agency on Aging Director

3-21-11  
Date Signed

  
Signature of Area Agency on Aging Board Chair

3-10-11  
Date Signed

Signature of Area Agency on Aging Associate Director (optional)

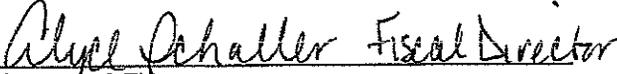
Date Signed

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 & Title

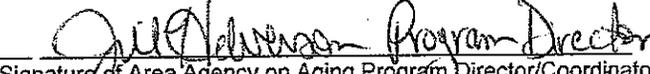
3-11-11  
Date Signed

Signature & Title

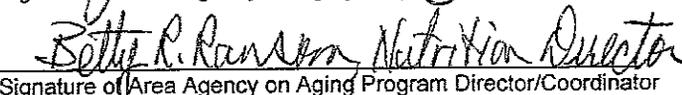
Date Signed

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

3-11-11  
Date Signed

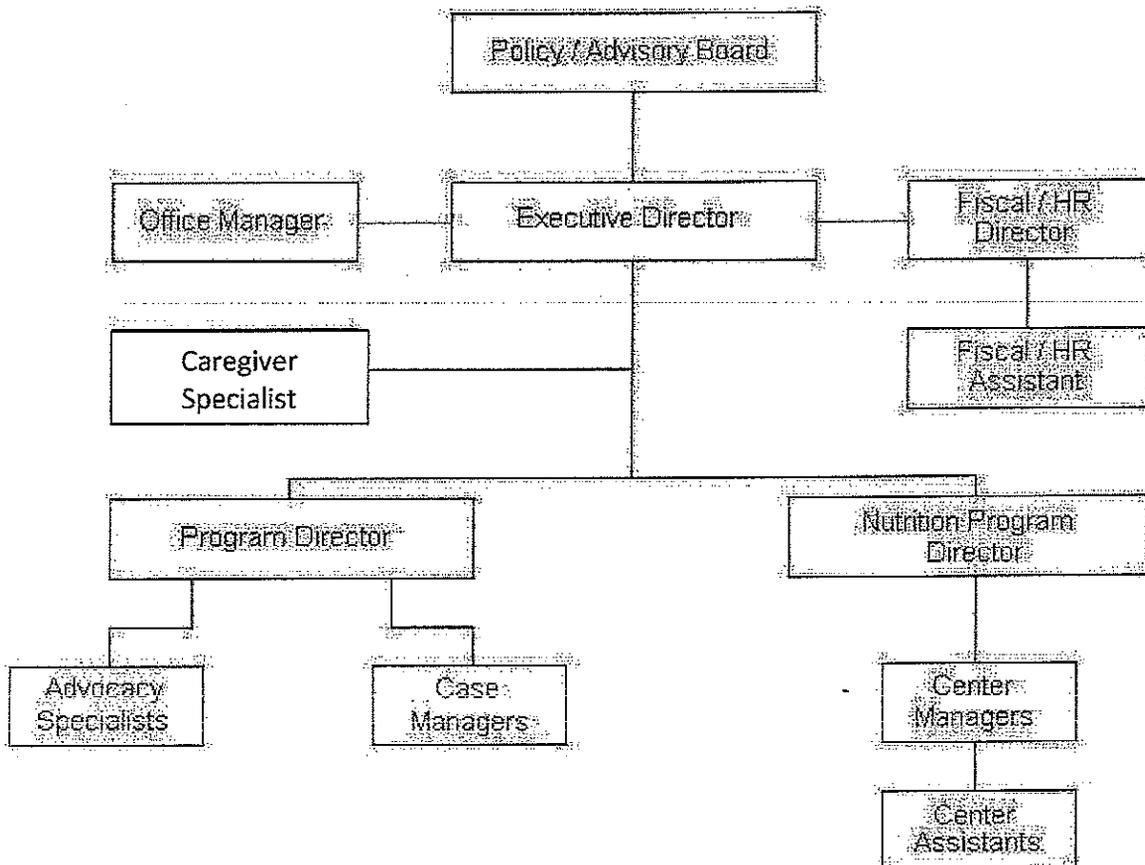
  
Signature of Area Agency on Aging Program Director/Coordinator

3/21/11  
Date Signed

## Section 1.2 Organizational Structure

### Organizational Chart

#### Organizational Chart



3/7/2011

Go to the Next Page

## NorthLand Agency on Aging Organizational Information cont.

NorthLand Agency on Aging is a private, not-for-profit corporation governed by an elected Policy Board / Advisory Council. NorthLand, like all Iowa area agencies, is considered an instrumentality of state government as a result of several Iowa Attorney General's opinions (but has never been adjudicated as such).

Our relationship to the Iowa Department on Aging is several-fold: first, we are a sub-grantee under the Older Americans Act, and have a year-to-year binding agreement with IDA upon approval of the area plan; second, we are designated an area agency on aging by IDA, again, as a result of the OAA; and third, we collaborate with IDA on issues of elder advocacy and policy.

Several years ago, NorthLand merged its separate Policy Board and Advisory Council into one deliberative body. This merged body is responsible for the functions of both previous entities: it sets local policies for NorthLand Agency, hires the agency director, and is legally responsible for the agency; it also advises the agency on issues from the perspective of local seniors.

The agency serves five counties in northeast Iowa. Its headquarters are in Decorah, with agency (or subsidiary) owned buildings in West Union and Elkader.

## Area Agency on Aging Board Officials and Members

*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 NorthLand  
Insert Name of Area Agency on Aging

### Chairperson

Name: Lester Askelson

Town/city: Decorah

### Vice-Chairperson

Name: Jan McGovern

Town/city: Riceville

### Secretary

Name: Lynda Valley

Town/city: Decorah

### Treasurer (if separate officer)

Name: Patti Graves

Town/city: Decorah

Select the title that applies by deleting the title that does not apply.

### Other Board Members

Name: Sherry Hartong

Town/city: Waukon

Name: Gary Bowden

Town/city: McGegor

Name: Vicki Rowland

Town/city: Clermont

Name: Sarah Lopez

Town/city: Hawkeye

Name: Betty Helgerson

Town/city: Clermont

Name: Paul Noordhoek

Town/city: Cresco

**Other Board Members**

Name: Jan Dybevik

Town/city: Cresco

Name: Vacant

Town/city: \_\_\_\_\_

Name: Vacant

Town/city: \_\_\_\_\_

Name: Ed Epperly

Town/city: Decorah

Name: Vacant

Town/city: \_\_\_\_\_

Name: Vacant

Town/city: \_\_\_\_\_

## Area Agency on Aging Advisory Council

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 NorthLand  
Name of Area Agency on Aging

<b><u>Older Persons:</u></b>	<b><u>Leadership in Private &amp; Public</u></b>
Vicki Rowland Sarah Lopez Jan McGovern Paul Noordhoek Jan Dybevik Ed Epperly Betty Helgerson	Entire Board  <b><u>Local Elected Officials</u></b> Lester Askelson Gary Bowden Sherry Hartong Vicki Rowland Jan McGovern
<b><u>Representatives of Older Persons:</u></b>	<b><u>General Public</u></b>
Entire Board	Paul Noordhoek Betty Helgerson Sarah Lopez Ed Epperly Patti Graves Jan Dybevik
<b><u>Representatives of Health Care Organizations:</u></b>	
Vicki Rowland Jan McGovern Lester Askelson Gary Bowden Sherry Hartong	
<b><u>Supportive Services Organizations</u></b>	
Sherry Hartong Vicki Rowland Jan McGovern Gary Bowden Lester Askelson	

**Section 1.3 Compliance and Assurance Documents** [Click here](#) to go to page viii of the *Instructions Template* for details about how to complete assurance forms.

### 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

3-28-11  
\_\_\_\_\_  
Date

NorthLand Agency on Aging  
\_\_\_\_\_  
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).
- NorthLand Agency on Aging March 28, 2011 Page

- 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)(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)

3/21/11  
 \_\_\_\_\_  
 Date

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

3-10-11  
 \_\_\_\_\_  
 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

NorthLand (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**

NorthLand  
Applicant (Area Agency on Aging)

3.21.11  
Date

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

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

808 River Street  
Decorah, IA 52101

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:

Bruce A. Butters 3.21.11  
Name of Designee(s) (Director, Area Agency on Aging) (type or print) Date

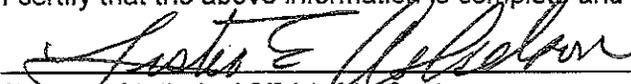
NorthLand Agency on Aging 3.21.11  
Name of Recipient (Area Agency on Aging) (type or print) Date

808 River Street  
Street Address or P.O. Box

Decorah Iowa 52101  
City State Zip

**FY'2012 Area Plan Update**

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

 3-10-11  
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.

**Enter Text Here**

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:

There are very few minority people in service area. Our records indicate that the numbers of minority individuals served by us are proportionate to their percent of the population as a whole. Therefore, we do not expect to have a disproportionate or unique impact on that population.

**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

NorthLand

Name of Area Agency on Aging

March 21, 2011

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

\_\_\_\_\_  
NorthLand Agency on Aging

Name of Area Agency on Aging

\_\_\_\_\_  
3.21.11

Date

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

### Mission/Vision Statement

NorthLand Agency on Aging is dedicated to fostering the physical, mental and economic well-being of older persons through a coordinated, comprehensive system of services.

### Population(s) Served

NorthLand serves a culturally (though not racially) diverse population of approximately 20,000 people over the age of sixty in a completely rural area composed of the counties of Allamakee, Clayton, Fayette, Howard and Winneshiek in Northeast Iowa. The NorthLand area is bordered on the north by Minnesota and on the east by the Mississippi River and Wisconsin.

Counties in the area differ significantly, with Howard County being the smallest in size, population and number of communities. Fayette and Winneshiek Counties benefit from having institutions of higher learning sited within them: Upper Iowa University in Fayette County, and Luther College in Winneshiek County. In addition, the impact of Northeast Iowa Community College in all of the five counties in the planning and service area is beneficial to the area as a whole.

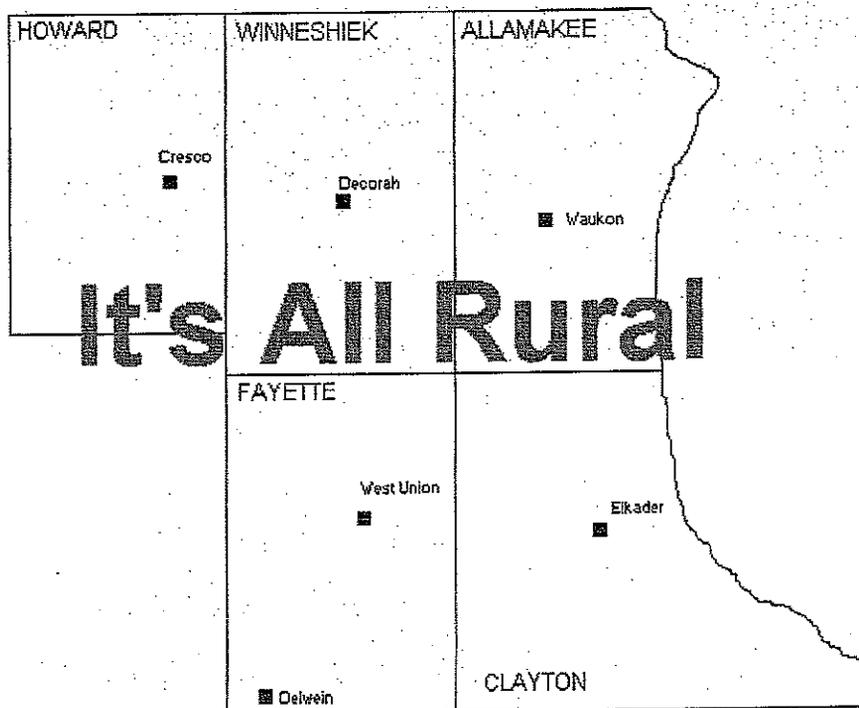
The economy of the region is based mainly on agriculture and light industry. The area has not, as yet, felt the full impact of the current global economic crisis.

### Diversity

The NorthLand area, though culturally diverse, has few targeted minorities living in the area. According to the latest census data, we have eighteen people of Asian descent and few African-Americans. Persons with Norwegian, Czech, German, Irish and Russian cultural heritage comprise the bulk of the non-minority area population. The town of Postville, lately in the news, is located in the NorthLand planning and service area, in Allamakee County. And though most of the immigrant workers and their families affected by the crisis in Postville are under the age of sixty, the economic impact on the indigenous older population has been significant.

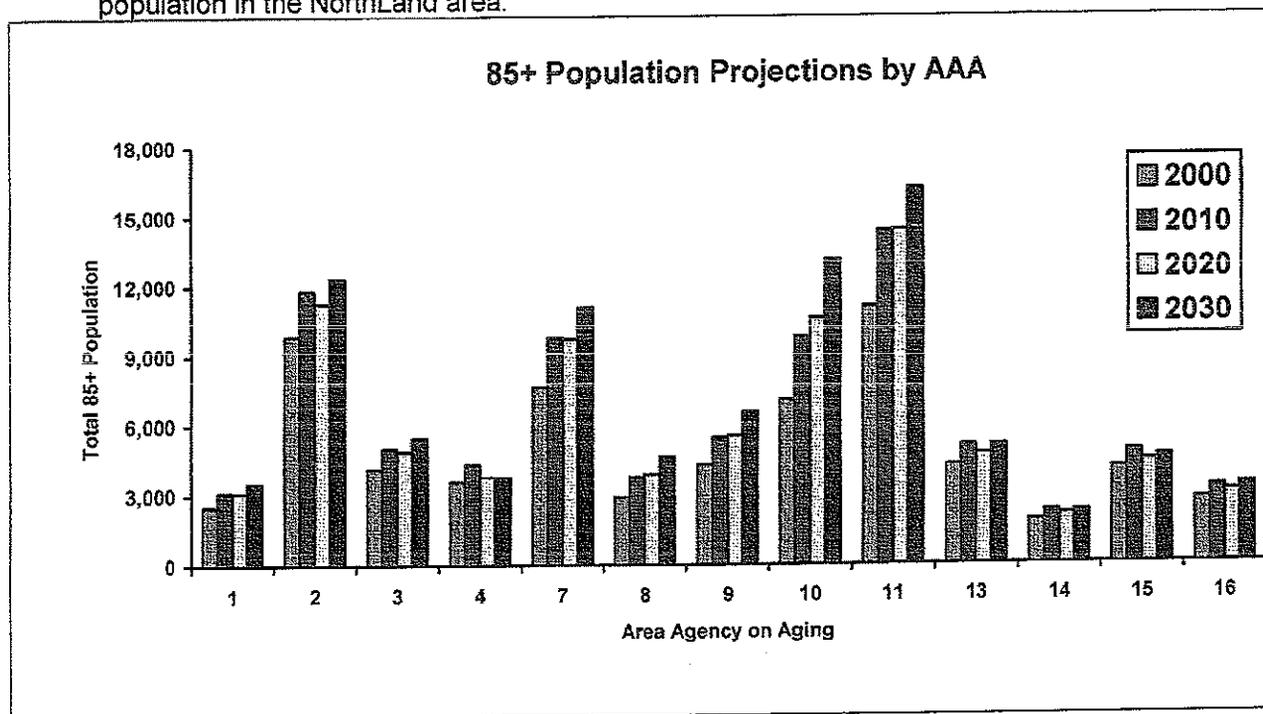
Total 60+ Population	Total 60+ Minorities	Black or African American alone	American Indian and Alaska Native alone	Asian alone	Native Hawaiian and Other Pacific Islander alone	Some other race alone	Two or more races
19,785	77	0	4	18	0	8	47

## Rural Communities



## Growth of 85+ Population

As in most of Iowa, persons aged eighty-five and older comprise the largest-growing segment of the population in the NorthLand area.



## **Informal Caregiver System**

NorthLand Agency on Aging has assisted 1319 caregivers over the past year in accessing resources which helped loved ones remain in their own home. Out of those 1319 caregivers, none were grandparents caring for a child. NorthLand Agency on Aging doesn't currently allocate funds to Title III E Grandparent/Relative Caregiver Support Services. Individuals in these situations have not reached out for assistance with NorthLand. In discussing the issues of caregiver grandparents with a mental health provider in our area, the counselor indicated they do have some clients in the caregiver grandparent situation and most times there are services for the children through the state that assist the grandparent. This could be a reason they don't search out other resources. We haven't received any referrals for or inquiries about grandparent caregiver support. NorthLand will continually assess the need for a program and allocated funding in our area, but have not currently developed a client base for this population.

## **Targeting Plan**

NorthLand targets its services to low-income and minority individuals by marketing and placement of service sites, and by giving preference in service to those individuals.

Our minority population is so small that accuracy of census data may be compromised. For instance, the data shows no older African Americans in our PSA, yet we are serving several this fiscal year.

We will continue to locate, identify and serve low-income and minority elders.

NorthLand Agency on Aging has assisted 1319 caregivers over the past year in accessing resources which helped loved ones remain in their own homes. Out of those 1319 caregivers, none were grandparents caring for a child. NorthLand Agency on Aging doesn't currently allocate funds to Title III E Grandparent/Relative Caregiver Support Services. Individuals in these situations have not reached out for assistance with NorthLand. In discussing the issues of caregiver grandparents with a mental health provider in our area, the counselor indicated they do have some clients who are in the caregiver grandparents situations and that most times there are services for these children through the state that assist the grandparents. This could be a reason they don't search out other resources. We haven't received any referrals for or inquiries about grandparent caregiver support. NorthLand will continually assess the need for a program and allocated funding in our area, but have not currently developed a client base for this population.

NorthLand staff members attend county intra-agency meetings in the five county service area. The Program Director facilitates quarterly meetings with provider agencies, Department of Human Services, hospitals, assisted living and nursing home staff. These meetings provide time for information sharing and keep providers up-to-date on changes with the aging network.

The Caregiver Support Specialist organizes caregiver conferences with public health agencies and hospitals in attendance. She attends community health fairs and sets up booths and displays promoting NorthLand. Some of the caregiver support groups are conducted at churches. Information about the support groups are given to churches to put in their bulletins.

NorthLand plans to continue to be involved with the current events and meetings that we attend. The Program Director and Caregiver Support Specialist attend a newly formed group, for service providers, that focuses on mental health advocacy. As new opportunities for involvement in the communities in the area NorthLand serves and with other organizations present themselves, we will make ourselves available to represent seniors and their needs.

NorthLand believes that evidence-based health programs bring valuable education and training to senior citizens in its service area. Efforts will continue to uncover alternate funding sources to offset expenses for future delivery of the *Better Choices/Better Health* and *Matter of Balance* classes.

## Targeting Plan Cont.

Some Title III funds already have been utilized to support program delivery: Part of the Nutrition Director's time, devoted to coordinating the set-up and delivery of evidence-based programs, has been funded with Title III dollars. As NorthLand expects to continue the delivery of both *Better Choices/Better Health* and *Matter of Balance* classes in future years, it is anticipated that a portion of the program coordination time will continue to be covered with Title III monies.

Northern Allamakee County continues to be an underserved area in terms of the nutrition program. We will continue to seek out potential catered sites and to discuss ways to provide meals in the area. In the past year, meetings have been held with two restaurants (one in Lansing, one in New Albin) to explore provision of senior meals. To date, no commitment has been made by the local restaurants. NorthLand will continue to pursue these and other potential caterers.

As a recipient of ARRA grant funds in FY'10, NorthLand distributed nearly 1,000 shelf stable meals to congregate diners, and nearly 1,900 shelf stable meals to home delivered meal recipients. These "emergency packs" were gratefully received by senior citizens who often find themselves confined indoors during the winter months.

In addition, ARRA grant funds were used to provide a series of Seniors Night Out dinner events in July, August and September at five central kitchen sites attracted older people in large numbers. Nearly 1,300 senior citizens attended the dinners, with more than one-third being new or rare users of the meals program.

A minimal amount of ARRA funds were released back to the state, because NorthLand staff misunderstood some of the disallowable expenditures, e.g., advertising for the evening dinner events and entertainment costs for the dinner events.

Without additional funds, the agency does not plan to increase the percentage served in the PSA.

## **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**

Enable Older Iowans and their families to make informed decisions about, and be able to easily access, existing Home & Long-Term Care options.

#### **Local Objective 1**

Increase media exposure through all forms of local print & broadcast media by 2013.

#### **Needs Being Addressed**

No changes

#### **Local Strategies / Action Steps**

No changes

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

Continue to increase news letter mailing list by providing copies of News 'n' Notes and sign-up sheets at agency sponsored events.

Staff participated in multiple community parades and provided information on the agency and services available.

Update ESP (Enhanced Service Program) on an on-going basis so clients/families can access accurate information/ resources on line.

Agency brochures have been updated during FY'11.

#### **Key Activities:**

Extra copies of agency newspaper are distributed to libraries, dining centers, etc., to provide information on services, and increase knowledge of the agency, to a larger consumer base.

Participation in parades gave the agency visibility and educated a large number of the general public on services available.

#### **Challenges/Barriers:**

No barriers

#### **Plans to Overcome Barriers: N/A**

**Table 1.1** Number of copies of newspaper distributed

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
Total copies of newspaper distributed.	AAA Provides Data if Available <b>8,400</b>	AAA Provides Data if Available <b>8,400</b>	AAA Provides Data <b>8,400</b>	AAA Provides Data <b>8956</b>	AAA Provides Data <b>6142</b>	AAA Provides Projection <b>9200</b>

**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 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**

A data base will be established to track contacts.

### **Local Objective 2**

Cultivate new and strengthen old relationships with businesses, educational institutions, health & social service organizations in NorthLand's five county area through 2013.

### **Needs Being Addressed**

No changes

### **Local Strategies / Action Steps**

No changes

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

Have educated students on aging services and the aging network which may influence some students to enter the aging field as a career. Educated staff members of other agencies on what NorthLand Agency on Aging can provide so referrals can be made when appropriate.

### **Key Activities:**

Agency staff continues to participate in interagency meetings that are held in each of the five counties served by NorthLand. Agency staff facilitated classes on programs and services available for seniors, to classes at Northeast Iowa Community College and Luther College. Staff members participate in health fairs and other community events to educate the public on aging services available.

### **List Current and Future Challenges/Barriers**

#### **Challenges/Barriers:**

Availability of staff with extra time to participate in these events.

#### **Plans to Overcome Barriers:**

Would need additional funding to hire additional staff.

**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
Contacts with outside agencies	AAA Provides Data if Available  N/A	AAA Provides Data if Available  N/A	AAA Provides Data  6	AAA Provides Data  70	AAA Provides Data  119	AAA Provides Projection  120

**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 lowans 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.)

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**

Enable older lowans 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.

### **Needs Being Addressed**

No change

### **Local Strategies / Action Steps**

No changes

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

The performance measure has been achieved. The Case Managers have documented in their case notes and charted on the client's file status sheets that they reviewed service providers with clients. The Program Director provides information to the Fiscal Assistant to update the county service guides as new providers start up services and established providers change services.

### **Key Activities:**

### **List Current and Future Challenges/Barriers**

Providers do not always notify NorthLand as they change the services they offer. Certain services do not have any providers to offer in our rural areas. For example, difficulty scheduling chore service and low reimbursements keep providers from wanting to provide this service.

### **Challenges/Barriers:**

### **Plans to Overcome Barriers:**

We plan to maintain our performance target for 2012 with the level it was at for FY 2011. This is due to clients not getting on Case Management until they are frailer because of the stricter guidelines for level of care for Elderly Waiver. The new clients on the program may be closer to institutionalization or death than previously.

**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	Provided by IDA Refer to Instructions Appendix E 16	Provided by IDA Refer to Instructions Appendix E 19	Provided by IDA Refer to Instructions Appendix E 25	Provided by IDA Refer to Instructions Appendix E 29	Provided by IDA Refer to Instructions Appendix E 32	AAA Provides Projection 29

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

**Goal 2. Enable older lowans 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.)

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**

Increase caregiver's knowledge of available services and providers by expanding the number of opportunities they have to access information between now and 2013.

**Needs Being Addressed**

No Change

**Local Strategies / Action Steps**

No Change

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

Increased the number of support groups and number of caregivers who attend support groups.  
Developed packet of information for distribution to caregivers  
Implementation of a presentation schedule for special guest speakers to present on community resources at caregiver support groups on a quarterly basis.

**Key Activities:**

New Caregiver staff person has been hired and trained.

Dr. William Goodman presented the program "Never Stop Laughing" to area caregivers.

Caregiver potluck was held. Members from all caregiver groups were invited to attend. Potluck was held to offer an opportunity for caregivers from all five counties to meet each other and share experiences.

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:** No barriers

**Plans to Overcome Barriers:** N/A

**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 & Client Contacts	Provided by IDA Refer to Instructions Appendix E 68	Provided by IDA Refer to Instructions Appendix E 83	Provided by IDA Refer to Instructions Appendix E 105	Provided by IDA Refer to Instructions Appendix E 1,868	Provided by IDA Refer to Instructions Appendix E 1,410	AAA Provides Projection 1,410

**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 lowans 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.)

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**

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

**Needs Being Addressed**

No Changes

**Local Strategies / Action Steps**

No Changes

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

Provided additional meals for seniors  
Reached people who were unfamiliar with nutrition services that are available.

**Key Activities:**

The infusion of ARRA funds enabled NorthLand to again distribute shelf stable meals to both congregate and home delivery participants. The funds also permitted us to implement a series of three (3) Seniors Night Out dinners at five cooking kitchens. The dinners were extremely successful in attracting attendees some of whom seldom or never have participated before.

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

The winter weather continues to cause expensive closures of the dining centers

**Plans to Overcome Barriers: N/A**

**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
<p>% of Clients that maintain or improve Risk Scores</p>	<p>Provided by IDA Refer to Instructions Appendix E</p> <p>93%</p>	<p>Provided by IDA Refer to Instructions Appendix E</p> <p>68%</p>	<p>Provided by IDA Refer to Instructions Appendix E</p> <p>84%</p>	<p>Provided by IDA Refer to Instructions Appendix E</p> <p>78%</p>	<p>Provided by IDA Refer to Instructions Appendix E</p> <p>82%</p>	<p>AAA Provides Projection</p> <p>82%</p>

**FY'2012 Progress Update of Goal 3 / Local Objective 2**

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

**Agency-Specific Performance Measure**

Provision of nutrition/health promotion education. Nutrition lessons will be kept on file and number of copies distributed documented. Discussion will be documented on site coordinators end-of-month reports.

**Local Objective 2**

Educate older consumers about the benefits of eating healthy foods, regular physical and mental exercise and social interaction.

**Needs Being Addressed**

No changes

**Local Strategies / Action Steps**

No changes

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

NorthLand has initiated the delivery of "Better Choices/Better Health" self-management program as well as the "Matter of Balance" program. With the certification of more "Better Choices/Better Health" leaders and "Matter of Balance" coaches, it is expected that the numbers of classes will increase and that classes will be held in all five counties.

**Key Activities:**

Staff members have been trained to lead/coach "Better Choices/Better Health" & "Matter of Balance" classes.

One "Matter of Balance" class was completed with 15 attendees. NorthLand aims to conduct 6 additional "Matter of Balance" classes and 6 "Better Choices/Better Health" classes with average participation of 8 people per class during By 2013.

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

Generating enthusiasm for participation in "Better Choices/Better Health" classes has been problematic. Many classes were cancelled due to low registration.

**Plans to Overcome Barriers:**

New strategies to market the program will be implemented.

**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
State the Activity Measured	AAA Provides Data if Available	AAA Provides Data if Available	AAA Provides Data	AAA Provides Data	AAA Provides Data	AAA Provides Projection
Lessons	N/A	N/A	61	141	83	138
Consumers			300 - 400	2,247	1,290	2,200

**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**

Abuse brochures distributed and reviewed with all new and annual review case management consumers.

**Local Objective 1**

Increase consumer knowledge of abuse and neglect by providing education to consumers through the case management program through 2013.

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

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

The Performance Measure has been achieved. The Case Managers continue to give all clients a Dependent Adult Abuse handout at the time of assessment and annual reviews and review this with them. This is charted on the file status sheet and documented in the case notes.

**Key Activities:**

Educate all clients on abuse/ neglect.

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

We continue to educate clients on abuse. The challenge we face is getting Department of Human Services to take an abuse case when it is reported. It is difficult to show abuse with current definitions of dependency. Clients may be resistant to sharing that they are abused because they are afraid of nursing home placement.

**Plans to Overcome Barriers:**

We plan to keep our Performance Measure at 100% of Case Management clients will be given information on Dependent Adult Abuse.

**Table 4.1 Review of abuse documented in charts**

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
Review of abuse documented in charts	100% of charts reviewed shows documentation	100% of charts reviewed will show documentation				

**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**

Referrals from department of Human Services, law enforcement or other community members who feel someone may be abused or if abuse was unfounded will be tracked and followed by Advocacy staff.

**Local Objective 2**

Identify potential consumers, through referrals, that are at risk of being abused, neglected and exploited. Provide support to these consumers and/or their caregivers to help prevent abuse through 2013.

**Needs Being Addressed**

No changes

**Local Strategies / Action Steps**

No changes

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

As a new procedure, NorthLand's Caregiver Support Specialist takes all referrals from Department of Human Services when there is abuse either suspected or founded and referrals from law enforcement. The Caregiver Support Specialist makes referrals to Advocacy staff if the client needs follow up visits. The Program Director developed a referral form to assist staff with deciding if the client is at risk and the referral should go to the Caregiver Support person. The Program Director follows up with the Advocacy staff to ensure that they've followed through with their referrals.

**Key Activities:**

Procedures & forms developed

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

There is not a system between all agency departments to track abuse referrals. This has been a challenge to develop because of staff being supervised by different people and all staff not working out of the central office.

**Plans to Overcome Barriers:**

The Program Director will work with the Caregiver Support Specialist and Executive Director to develop a system to easily track referrals of at risk individuals and the outcomes.

**Table 4.2 Referrals made and follow up completed**

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
Referrals made and follow up completed	N/A	N/A	N/A	100% (old system of Advocacy taking referrals)	Don't have data for the new system	100% follow up completed with referrals

**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 5 Local Objective 1**

**Goal 5** Ensure rights and services for Older Iowans in the NorthLand Area through advocacy.

**Agency-Specific Performance Measure**

Written invitations to policy-makers will be tracked, as will their response.

**Local Objective 1**

Initiate and/or maintain contact with area, state and federal policy makers to make them aware of consumer's needs and issues through 2013.

**Needs Being Addressed**

No changes

**Local Strategies / Action Steps**

No changes

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

Encouraged board members to contact legislatures during "Senior Day On The Hill".

**Key Activities:**

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

Weather, staff unable to attend "Senior Day On The Hill".

**Plans to Overcome Barriers:**

Hope for better weather.

**Table 5\_1 Invites & Responses**

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
State the Activity Measured	AAA Provides Data if Available	AAA Provides Data if Available	AAA Provides Data	AAA Provides Data	AAA Provides Data	AAA Provides Projection
Invites	N/A	N/A	N/A	38	0	40
Responses	N/A	N/A	N/A	28	0	30

**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 5 /Local Objective 2**

**Goal 5.** Ensure Rights and Services for Older Iowans in the NorthLand Area through Advocacy.

FY'2012 Agency-Specific Performance Measure

Attendance records of quarterly meetings will be maintained.

### **Local Objective 2**

Educate and inform community organizations in the five county service area to increase their awareness of services available for older Iowans and elder rights.

### **Needs Being Addressed**

No change

### **Local Strategies / Action Steps**

No change

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

The Performance Measure has been achieved. The Program Director provided one-on-one trainings with providers throughout the year. A sign in sheet is kept from the trainings to track who attended. All providers are invited to quarterly meetings in each county to discuss upcoming changes and services.

### **Key Activities:**

Trainings

### **List Current and Future Challenges/Barriers**

#### **Challenges/Barriers:**

Not all providers are open to attending meetings each quarter. Lack of knowledge of rules and procedures on the part of providers; affects a smooth delivery of services for clients.

#### **Plans to Overcome Barriers:**

NorthLand will maintain the same Performance Target for the number of agencies that attend the quarterly meeting. Attendance remains stable at these meetings.

**Table 5\_2 Attendance at quarterly meetings.**

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
Attendance at quarterly meetings	21 agencies	27 agencies	21 agencies	27 agencies	25 agencies	25 agencies

**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 6 / Local Objective 1**

**Goal 6.** Strive to adequately educate, train and motivate staff, board and volunteers so they may possess the knowledge to carryout the Agency's mission.

### **Agency-Specific Performance Measure**

Certificates of completion of the required Mandatory Adult Abuse Reporter training will be kept in personnel file of staff required to have the training.

### **Local Objective 1**

Each year through 2013 staff will receive appropriate education and training to increase their knowledge and give them the ability to better assist consumers and to carry out the duties of their job.

### **Needs Being Addressed**

No change

### **Local Strategies / Action Steps**

No change

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

Nutrition program staff received three hours of training.  
Case Management staff receives a minimum of 6 hours of long term care training a year.  
Program Director trains the Advocacy staff monthly on programs and services.  
Three staff members attended national conferences to receive up-to-date information/training.

### **Key Activities:**

Training, education, and keeping current with ever changing rules & regulations.

### **List Current and Future Challenges/Barriers**

Challenges/Barriers: N/A

### **Plans to Overcome Barriers:**

Table 6 .1 Staff trained

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
State the Activity Measured  Staff Trained	AAA Provides Data if Available  100%	AAA Provides Data if Available  100%	AAA Provides Data  100%	AAA Provides Data  100%	AAA Provides Data  100%	AAA Provides Projection  100%

**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 6 / Local Objective 2**

**Goal 6.** Strive to adequately educate, train and motivate staff, board and volunteers so they may possess the knowledge to carryout the Agency's Mission.

**Agency-Specific Performance Measure**

Training agenda and attendance records are maintained.

**Local Objective 2**

To keep board members informed and trained so that they can be efficient and responsible in dealing with the agency's business and enhance the agency's ability to provide for the needs of the elderly consumers of the area.

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

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

Board members are updated at regular meetings on any federal, state or local changes that affect the operations of the agency. All issues that affect the agency's performance are also addressed at regular board meetings. A training for all board members was held. A staff retreat was held to consider all services the agency provides, what actions those services entail, and to match them against individual staff positions to determine if better organization needed to be done for efficient and accountable of service delivery.

**Key Activities:**

Training & education

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

Difficult to find a time when all board members can attend trainings.

**Plans to Overcome Barriers:**

Will continue to explore possible times for training sessions when all board members can attend. Will also continue to provide training at regular board meetings when all members are present.

**Table 6.2** Number of board members trained

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
<b>State the Activity Measured</b>  Number of board members trained	AAA Provides Data if Available  10	AAA Provides Data if Available  12	AAA Provides Data  13	AAA Provides Data  10	AAA Provides Data  11	AAA Provides Projection  15

**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 7 / Local Objective 1**

**Goal 7.** Develop and support volunteer resources in order to maintain a sufficient community of volunteers to be of assistance in furthering the Agency's Mission.

**Agency-Specific Performance Measure**

Volunteer hours will be collected on a monthly basis.

**Local Objective 1**

Maintain or increase the number of volunteers through ongoing recruitment through 2013.

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

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

8 volunteers have been trained to lead the "Matter of Balance" classes.

New volunteers have been trained to take over lead positions at dining centers where long time volunteers have retired from their volunteer positions.

**Key Activities:**

Training

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

Long time volunteers no longer able to continue in the role due to age and health issues.

People are remaining in the work force longer so they are not available to volunteer.

**Plans to Overcome Barriers:**

Will continue to try and recruit volunteers through local Retired Senior Volunteer programs and at other functions when there is an opportunity to recruit volunteers. Will continue to encourage people to become volunteers in articles in the agency newspaper. Will reach out to selected faith communities to assist in recruiting volunteers.

**Table 7.1 Monthly Volunteer Hours**

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
State the Activity Measured  Monthly Volunteer Hours	AAA Provides Data if Available 2000	AAA Provides Data if Available 1,954	AAA Provides Data 1,868	AAA Provides Data 1,717	AAA Provides Data 1,575	AAA Provides Projection 1,500

**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 7 / Local Objective 2**

**Goal 7** Develop and support volunteer resources in order to maintain a sufficient community of volunteers to be of assistance in furthering the Agency's Mission.

**Agency-Specific Performance Measure**

Volunteer survey responses

**Local Objective 1**

Recognize and acknowledge volunteers for their service to NorthLand through 2013

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

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

Volunteers were recognized and thanked at a special event held to recognize all nutrition volunteers. A number of the volunteers had been volunteering for 20+ years.

Multiple volunteers were nominated to receive the Governor's Volunteer Award.

Articles recognizing volunteers were printed in agency newspaper and local newspapers.

**Key Activities:**

Volunteer brunch.

Developed articles recognizing and thanking volunteers.

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

Present volunteers are getting at an age that they will be unable to continue volunteering. With people continuing to work until later in life, fewer people available to become volunteers. Also, not always funding available to use for thank you events.

**Plans to Overcome Barriers:**

Will continue to look for economically friendly ways to thank and recognize volunteers.

**Table 7.2** Satisfaction of volunteers as reported on survey.

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
<p><b>State the Activity Measured</b></p> <p>Satisfaction of volunteers as reported on the survey</p>	<p>AAA Provides Data if Available</p> <p>N/A</p>	<p>AAA Provides Data if Available</p> <p>N/A</p>	<p>AAA Provides Data</p> <p>N/A</p>	<p>AAA Provides Data</p> <p>90%</p>	<p>AAA Provides Data</p> <p>No survey completed</p> <p>(survey is to be completed on an every other year basis)</p>	<p>AAA Provides Projection</p> <p>75%</p>

**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 8/ Local Objective 1**

**Goal 8.** Ensure ability of seniors to remain independent by providing a comprehensive system of services with emphasis on individual needs.

### **Agency-Specific Performance Measure**

Active Senior Living program clients will be tracked.

### **Local Objective 1**

Provide funding for services for older Iowans and their caregivers who are not eligible for services under the elderly waiver, or other funding sources through 2013.

### **Needs Being Addressed**

No change

### **Local Strategies / Action Steps**

No change

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

The advocacy specialists reviewed the needs of their clients twice a year during their home visits. Clients that were not eligible for other funding sources were referred to the Senior Living Program. 50 to 70 clients who were on the Senior Living Program waiting list for services were able to receive services through the Senior Living Program as funding became available.

### **Key Activities:**

Funding of services to help people stay independent.

### **List Current and Future Challenges/Barriers**

#### **Challenges/Barriers:**

Insufficient funding for services leads to long waiting lists and seniors not being able to access services when they are needed.

#### **Plans to Overcome Barriers:**

Continue to monitor clients to see if their service needs change and if they might be eligible for services under alternative programs.

**Table 8 .1 Consumers receiving service.**

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
State the Activity Measured Consumers receiving services.	AAA Provides Data if Available 300	AAA Provides Data if Available 200	AAA Provides Data 200	AAA Provides Data 231	AAA Provides Data 228	AAA Provides Projection 200

**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 8 / Local Objective 2**

**Goal 8** Ensure ability of seniors to remain independent by providing a comprehensive system of services, with emphasis on individual needs.

**Agency-Specific Performance Measure**

Number of active medical alert consumers

**Local Objective 2**

To ensure the safety of moderately at risk individuals, who do not qualify for other funding sources, in their own homes. Services provided will include, but not be limited to, medical alerts, MD2 machines and 911 cell phones.

**Needs Being Addressed**

No changes

**Local Strategies / Action Steps**

No changes

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

Advocacy staff continued to complete Senior Living Program application forms with clients in need of medical alerts and who don't have a payment source. The Program Director reviewed Title IIID funding with home care agencies. Nurses from those agencies made referrals for clients in need of MD2 machines. Developed form for keeping track of consumers who received 911 phones.

**Key Activities:**

Providing medical alerts and MD2 machines to consumers in need.

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

**Limited funding. Consumers needing these services have to be put on a waiting list.**

**Plans to Overcome Barriers:**

Try to reduce number on waiting list and amount of time consumers are on the waiting list.

**Table 8 \_2\_ Number of medical alert systems provided to consumers.**

<b>Agency-Specific Activity Being Measured</b>	<b>FY'07 Baseline Data</b>	<b>FY'08 Actual Data</b>	<b>FY'09 Actual Data</b>	<b>FY'2010 Actual Data</b>	<b>FY'2011 YTD Data</b>	<b>FY'2012 Performance Projection</b>
<b>State the Activity Measured</b>  Number of medical alerts provided to consumers	AAA Provides Data if Available 148	AAA Provides Data if Available 148	AAA Provides Data 133	AAA Provides Data 147	AAA Provides Data 150	AAA Provides Projection 130

**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:

Congregate Meals, Home Delivered Meals, Visiting

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:

  
Signature of Area Agency Director

3-21-11  
Date

NorthLand  
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">NF (For Profit) NFP (Not For-Profit) POS (Provider Pool POS)</p>	<p align="center">Cost / Unit of Service</p>
<p align="center">Colonial Manor 405 9<sup>th</sup> Street Elma, IA 50628</p>		<p align="center">Congregate Meals</p> <p align="center">Home Delivered Meals</p>		<p align="center">\$4.50</p> <p align="center">\$4.50</p>

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

3-21-11  
\_\_\_\_\_  
Date

NorthLand Agency on Aging  
\_\_\_\_\_  
Name of Area Agency on Aging

## **1.8 Required Documents**

### **NORTHLAND ROADMAP TO EMERGENCY PREPAREDNESS**

## PLANNING & TRAINING CHECK LIST

### PLANNING

Update Existing COOP				
	Yes	No	Complete	Comments
Clarify AAA chain of command	x			
Select AAA disaster POC	x			
Update communication protocols	x			
Educate staff (& family) on COOP	x			
Evaluation & shelter-in-place plan		x	12/2012	
Develop volunteer assistance plan		x	12/2012	
Other				

Building Facilities & Alternate Facilities				
	Yes	No	Complete	Comments
Identify alternate operations facility	x			
Identify mission critical services	x			
Organize service delivery plans	x			
Secure IT Systems	x			
Secure client files, records, data base	x			
Secure financial systems	x			
Other				

Gaps in Services / Products				
Have VOAPs cataloged this information? Is it available to AAA				
	Yes	No	Complete	Comments
Identify unmet needs before disaster strikes (special needs shelters; mental health)		x		Work w/EMA on this
Identify Service Areas & Resources	x			
Identify Current Capacity/ Meet Needs	x			
Design Mechanism to get Resources to emergency managers		x		
Other				

### TRAINING

	Yes	No	Complete	Comments
Train AAA staff	x			
Participate in training exercises				As requested
Test COOP		x		
Promote regionally sponsored training among partners	x			If requested by EMA
Other				

## NETWORKS & PARTNERSHIPS CHECK LIST

### NETWORKS & PARTNERSHIPS

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

## COMMUNICATIONS & COORDINATION CHECK LIST

Before Disaster				
	Yes	No	Complete	Comments
<b>Within AAA</b>				
COOP	x			
Expanded disaster roles	x			
Training	x			
Distribution of Information	x			
<b>With IDA</b>				
Contacts & backup information	x			
Disaster plans	x			
Identification of resources	x			
<b>With Consumers</b>				
Special needs assessment	x			Case Mgt Clients only
Contact mechanism		x		
Strategy to distribute information		x		
<b>With Partners</b>				
Contact points with backups	x			
Hand-off & interaction plans		x		As necessary
Known gaps assessment		x		
Roles & capabilities	x			
Information sharing	x			
<b>With Vendors</b>				
Alternate contacts		x		
Contingency plans		x		
Backup suppliers		x		
Response to Disaster				
	Yes	No	Complete	Comments
<b>Within AAA</b>				
Backup contact information	x			
Roles, responsibilities & backups	x			
<b>With IDA</b>				
Access to advice & resources	x			
Authority issues	x			
Reporting requirements	x			
<b>With Consumers</b>				
Establishing contact	x			
Needs assessment		x		
Connect with resources	x			
NorthLand Agency on Aging			March 28, 2011	Appendix II cont.

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

## RESPONSE CHECK LIST

Safe to Initiate Response Activity				
	Yes	No	Complete	Comments
Staff	x	x		Response
Volunteers		x		Is for the
Key Partners		x		Response
Operational Location (s)		x		agencies
				e.g., EMA's
Activation of Plan Components				
	Yes	No	Complete	Comments
Internal COOP	x			
Communications	x			
Key Partners	x			
Assessment of Need				
	Yes	No	Complete	Comments
Identify Needs being met by other resources	x			
Identify Unmet Needs	x			
Determine Role				
	Yes	No	Complete	Comments
Allocation of Resources	x			
Maintenance of Response				
	Yes	No	Complete	Comments
Communication	x			
Assessment of Need & Available Resources	x			

## RECOVERY CHECK LIST

### Recovery

#### Update Existing COOP

	Yes	No	Complete	Comments
Clarify AAA chain of command	x			
Select AAA recovery POC	x			
Update communication protocols	x			
Educate staff (& family) on COOP	x			
Develop volunteer assistance plan		x		
Other				

#### Building Facilities & Alternate Facilities

	Yes	No	Complete	Comments
Re-establish alternate operations facility	x			
Re-establish mission critical services	x			
Re-establish service delivery plans	x			
Re-establish IT Systems	x			
Re-establish client files, records, data base	x			
Re-establish financial systems	x			
Other				

#### Client/Owner Needs (immediate versus long term)

	Yes	No	Complete	Comments
Chore services	x			
Legal services (insurance settlements, appeals)	x			
Transportation services	x			
Handyman services	x			
Meal programs	x			
Miscellaneous programs/assistance				
Other				