

# **Northeast Iowa Area Agency on Aging PSA #2**

## **Area Plan on Aging SFY 2016 – 2017**



Submission Date: [May 1, 2015]  
Effective Date: July 1, 2015

Executive Summary..... 3

Section 1: 2016-2017 Goals and Strategies ..... 5

    Goal 1: Empower older individuals, their families, and other consumers to make informed decisions about, and to be able to easily access, existing health and long-term care options. 5

    Goal 2: Enable older individuals 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. .... 8

    Goal 3: Empower older individuals to stay active and healthy through Older Americans Act services..... 12

    Goal 4: Ensure the rights of older Iowans and prevent their abuse, neglect and exploitation 15

Section 2: Service Planning and Evaluation ..... 17

    FY 2016 Projected Older Americans Act Consumers and Service Units ..... 17

    Service Activity and Data Collection Performance ..... 21

Section 3: Intent / Assurances ..... 23

    Verification of Intent..... 24

    Authorized Signatures..... 25

    Compliance with Assurances and General Provisions ..... 25

Section 4: Stakeholder / Public Input ..... 31

    Governing Body..... 32

    Advisory Council..... 34

    LifeLong Links Advisory Council ..... 39

    Public Hearing Documentation ..... 32

Section 5: Area Profile - Staffing / Coverage ..... 46

    Table of Organization..... 47

    OAA Service Coverage by County ..... 48

    Nutrition Services and OAA Providers ..... 49

    Request for Direct Service Waiver ..... 50

---

## Executive Summary

---

Northeast Iowa Area Agency serves an 18 county region that consists of both “urban” and “rural” communities. Major population centers include, Waterloo/Cedar Falls, Dubuque, and Marshalltown. The agency has three regional offices (Waterloo, Decorah, and Dubuque) as well as over 50 “access points” that include meal sites, care coordination offices, and shared multi-service office space.

In 2015, NEI3A has embarked on a second round of reorganization, or enhancement, of its agency. On the heels of the successful merger of three separate agencies, NEI3A is now working through the tasks that will lead to enhanced/streamlined service delivery models, stronger business practice, and additional lines of service, revenue, and support.

Through this process, we are formalizing the role of LifeLong Links as the hub of our organization. All requests for services and supports will flow into and out of LifeLong Links in an organized and purposeful matter. To that end, the agency has gathered a cross section of employees to work towards a strategic plan and more formalized business model. Through this process, each service/support area will identify a single delivery model, and develop additional service lines for both public funded and private paying target populations.

As an organization, NEI3A has developed and adopted the following priorities for the upcoming year:

- Reduce Operational Costs
- Generate New Sourced of Revenue
- Improve Customer Satisfaction
- Become More Entrepreneurial

These priorities will be operationalized through new strategic partnerships with public and private entities, non-profit and for-profit ventures. Through sound customer focused practices NEI3A is actively pursuing new relationships that will assist in meeting mission, while at the same time generating operating capital/margin to more fully realize our goal of supporting people and families in settings of their choosing.

Business planning and “back room” operations are being overhauled to compete and succeed in a Managed Care and private pay setting. NEI3A has identified three unique lines of business; Traditional Older Americans Act/AAA, Managed Care/Medicaid, and Private Pay/Fee-for-Service. Each business line comes with its own funding source, management concepts, target populations, and partnerships. NEI3A looks to maximize its position as a trusted expert in service delivery to more fully deliver on mission based service delivery.

Over the next year, NEI3A will be focusing on aligning its practices with the requests/requirements of the Managed Care Companies that are chosen by the state. We are projected that we will lose the Case Management function.

Currently, NEI3A is re-aligning service focus to enable contracting for Care Coordination, Network Administration, Training, and Provider/Consumer Relations as we work with the various MCO's. As a result of the pending "modernization of Medicaid" we are being conservative on our units served in the upcoming years. As specific practice and experience within this new system unfolds we will be modify projected units accordingly.

It should be noted that initial budget forecast, based upon past service delivery, would show a significant deficit. Rather than automatically pulling from reserves to start the fiscal year, the following projects incorporate a reduction in services to reflect a zero based budget. Additional planning and preparation for unit allocation, wait list, and protocols surrounding "most at-risk" prioritization are being finalized. Projected unit allocation will be modified as additional revenue sources are acquired.

The overarching theme for NEI3A moving forward is: "Right Service, Right Time, Right Place"

## Section 1: 2016-2017 Goals and Strategies

---

**Goal 1: Empower older individuals, their families, and other consumers to make informed decisions about, and to be able to easily access, existing health and long-term care options.**

***Objective:** To increase the number of Iowans obtaining information about home and community-based long-term supports and services.*

***Focus Area:** LifeLong Links*

Strategy: Expansion Activities

### **Access and Assistance:**

- Increase awareness of LifeLong Links by educating target audiences who benefit from utilizing LifeLong Links.
- Distribute LifeLong Links brochures across 18 county service area (DHS, Veterans, Mental Health and Disability Services, Public Health, hospitals, physician offices, and agencies coordinating care for the elderly and disabled persons).
- Identify gaps in target population’s access to services specifically in rural areas.
- Target “dual eligible” consumers for home and community based services.
- Provide education on Medicare programs: Medicare Savings programs, Low Income Subsidy, assist with Medicare Part D comparisons.
- Develop and implement a LifeLong Links referral document to be used within the hospital, physician offices and other partners within LifeLong Links.

### **Marketing and Outreach Activities:**

- Expand outreach and awareness of Lifelong Links Call Center for statewide access to agency programs and long term services and supports.
- Promoting LifeLong Links at local community events, conferences for target populations.
- Continue to expand outreach and awareness across our 18 county service area (urban and rural) to hospitals, veterans, DHS, caregivers and their family members, physician offices, public health, employment agencies, home modifications, assistive technology, etc.
- Consumer Advocacy to increase awareness of LifeLong Links.
- Placement ads, articles, les, press releases in local newspapers promoting LifeLong Links.

### **Quality Assurance:**

- Continuous Quality Assurance efforts to measure the effectiveness of options counseling:
  - After receiving Options Counseling services, is the consumer still receiving services in their home?
  - Did services help them stay in your home?
  - Have they been hospitalized since their last visit with an options counselor?

### **Standardized Cross Training**

- Continue promoting cross training of staff to positions within LifeLong Links for coverage during vacations, during peak times of call volumes, etc.
- All new staff will participate in Boston University CADER training.

Individuals to Be Served

The table below lists the number of individuals served in SFY2015 to date from all funding sources and estimated number to be served in SFY 2016 (7/1/2015 – 6/30/2016).

**Table 1: LifeLong Links Consumers Served**

<b>Category</b>	<b>SFY 2015 [3/15]</b>	<b>SFY 2016</b>
Total Number of LifeLong Links IR&A consumers	3731	4664
IR&A Consumers Served Aged 60+	1968	2460
IR&A Consumers who are Caregivers	414	518
IR&A Consumers Between 18 and 60 with a Disability	596	745
Total Number of LifeLong Links Options Counseling Consumers	683	854
Options Counseling Consumers Aged 60+	586	733
Options Counseling Consumers who are Caregivers	104	130
Options Counseling Consumers Between 18 & 60 with a Disability	324	405

[The data was gathered from Enhanced Service Program database that is utilized for tracking consumer profile record and LifeLong Links activities (documentation of consumer activities). We also utilized an Excel spreadsheet to track activities, which are not able to be tracked in the Enhanced Services Database (ESP).]

Innovative Funding

- NEI3A already has agreements in place with providers to help support the Lifelong Links Call Center model.
- In addition, NEI3A will implement a private pay program with options counseling that will also assist in sustaining Lifelong Links.

Partnerships

- Increase awareness amongst potential partner organizations and educate agencies about how LifeLong Links can benefit their consumers (i.e. general public, website, media, etc.)
- Continue collaboration with health care providers (physician offices, hospitals) by participating in care transitions collaborative meetings and expand across our 18 counties.
- Continue to develop partnerships and expand across our 18 counties: mobility management, employment services and coordination, assistive technology, independent living skills training, financial management services, peer counseling, support, home modification services, SHIIP counseling, transportation services and coordination, assistance training with advocacy, benefits counseling.
- Coordinate in service staff trainings facilitated by partner agencies within our 18 counties (i.e. First Aid Mental Health, Vocational Rehabilitation, Veterans, SHIIP, Assistive Technology, independent living skills training, benefits counseling, financial management services, etc) in efforts to build rapport with LLL staff and service providers within each county.

Projected Expenditures

The table below lists budgeted expenditures from all funding sources to support IR&A / Access Assistance and Options Counseling activities.

**Table 2: LifeLong Links Funding Sources**

<b>Funding Source</b>	<b>FY2015</b>	<b>FY2016</b>
Federal	96080	431718
State	547918	615583
Local	43750	
In-Kind		
<b>Total</b>	<b>687748</b>	<b>1047301</b>

[NEI3A Fiscal]

**Goal 2: Enable older individuals 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.**

*Objective: To increase the number of Iowans accessing home and community-based services they need to remain independent in their home.*

**Focus Area 1: Transportation**

Transportation Needs

1. Public transit is not responsive – i.e. a trip to the Doctor for a 1 hour appointment takes all day after scheduling
2. Public transit is not convenient –Consumers inform us that it is often much easier to ask a loved one or neighbor to drive them somewhere
3. Availability is hit and miss – Sometimes the Public Transit Agencies are able to get them on their routes, other times they can't. Typically, a consumer will only try a few times before giving up on the public transit agency completely

Strategies to Address Transportation Needs

**Current Strategies**

NEI3A has entered formal agreements with all Public Transit lines, urban and rural, operating within its PSA. This ensures that consumers regardless of location or physical abilities have access public transit

**Planned Strategies for SFY2016**

To increase responsiveness, NEI3A plans to make updates to its volunteer driver program. Volunteer drivers are very valuable for special trips to regional hospitals that are very expensive using public transit.

In addition, NEI3A will seek more partnerships with other transportation providers to provide access to transportation

**Barriers**

Some barriers to the planned strategies are that most transit providers can only provide services to people who are able to get themselves into the vehicle. Additionally, NEI3A is facing substantial cuts to its transportation program that will affect its ability to meet all service needs.

Individuals to be Served

The table below lists the number of individuals served in SFY2015 to date from all funding sources and estimated number to be served in SFY 2016 (7/1/2015 – 6/30/2016).

**Table 3: Transportation Consumers**

Category	SFY2014	SFY 2015 As of: 3/15	SFY 2016
Number of Transportation Units (one-way trips) Provided	11370	7609	6732
Estimated Number of Transportation Consumers Served	267	175	154

[NAPIS]

Projected Expenditures

The table below lists budgeted expenditures from all funding sources to support this effort.

**Table 4: Transportation Funding Sources**

Funding Source	FY2015	FY2016
Federal	124355	67072
State	10	7
Local	52021	51250
In-Kind	21838	13200
<b>Total</b>	<b>198224</b>	<b>131529</b>

[NEI3A Fiscal Data]

***Focus Area 2: Caregiver: Family & Grandparent-Older Relative***

Caregiver Needs

- Respite Care
- Stress and Burnout
- Emotional Support Needs
- Supplemental Services for caregiver

Strategies to Address Caregiver Needs

**Current Strategies**

- Respite Services - funding to provide in home agencies or family to provide respite to relieve family member.
- Powerful Tools for Caregiver Training
- Emotional Support Counseling
- Supplemental Services – home delivered meals, transportation services, homemaker services, chore services, personal care aid

**Planned Strategies for SFY 2016:**

- Expand outreach and education across our 18 counties to local agencies who serve caregivers healthcare, veterans, hospice services, private entities (target caregivers who work)
- Collaborate and expand partnerships with The ARC, Lifespan Respite Coalition, other agencies where caregiver is involved and provide services to caregivers (hospitals, physician offices, etc.)

- Develop and coordinate caregiver assistance programs within our 18 counties, which include a referral process, emotional support counseling from a Caregiver Specialist.
- Caregiver workshops
- Caregiver staffing across 18 county service area.

**Barriers**

- We do not see any barriers at this time that would prevent us from addressing these issues.
- Waiting list for funding for respite care and supplemental services.

Individuals to be Served

The table below lists the number of individuals served in SFY2015 to date from all funding sources and estimated number to be served in SFY 2016 (7/1/2015 – 6/30/2016).

**Table 5: Caregiver Consumers**

<b>Category</b>	<b>SFY 2015 As of: [3/15]</b>	<b>SFY 2016</b>
Total Number of Caregiver Consumers Served	314	369

[NAPIS]

Additional Services

Caregivers most frequently use the following additional services:

- Information and assistance
- Options Counseling
- Evidence Based Services
- Home Delivered Meals
- Nutrition Counseling and Nutrition Education
- Transportation Services
- Advocacy
- Legal Assistance
- Material Aid
- Mental Health Outreach
- Training and Education
- Funding for Respite services, homemaker services, chore services, personal care, etc)

**Table 6: Percentage of caregivers receiving more than one AAA service**

<b>Category</b>	<b>SFY 2015 As of: [3/15]</b>	<b>SFY 2016</b>
Percent of caregivers served receiving more than one AAA service	29.9%	30%

Projected [NAPIS]

Expenditures

The table below lists budgeted expenditures from all funding sources to support this effort.

**Table 7: Caregiver Funding Sources**

<b>Funding Source</b>	<b>FY2015</b>	<b>FY2016</b>
Federal	340278	287369
State	4635	4332
Local	8630	10448
In-Kind	7000	16000
<b>Total</b>	<b>360543</b>	<b>318149</b>

[NEI3A Fiscal]

### **Goal 3: Empower older individuals to stay active and healthy through Older Americans Act services**

***Objective:** To increase the number of lowans accessing nutrition programs so that they may remain active and healthy as possible*

***Focus Area:** Food Security Project*

#### Nutrition Needs

In SFY 2015, Area Agencies on Aging received a special appropriation to address food insecurity needs of older lowans. Each agency committed to developing innovative strategies to address food insecurity among older lowans and the decreasing participation in the Congregate Meal and Home Delivered Meal programs.

#### **Barriers to participation in traditional Older Americans Act nutrition/meal program:**

- Transportation to meal sites
- Menus- strict nutritional requirements effects consumer satisfaction
- Home delivered meal numbers are not decreasing in our area.

#### **Current Strategies**

- Marketing Strategies
  - Sent Food Insecurity information to human service agencies and churches and have been in attendance at community meals at churches and Salvation Army giving them out
  - Advertised in the newspaper and newsletters
- Offering MET transit coupons for rides to the Hy-Vee store which is on the MET fixed route
- NEI3A offers choices at the congregate meal sites and to home delivered meal consumers. A committee of consumers, area advisory members, NEI3A staff, and Valley (meal contractor) review menus every quarter. Consumer input has helped get things put on the menu the consumers especially like.
  - NEI3A serves roast beef, highest ranked daily menu, twice each month
- Each home delivered meal consumer is offered food box once a month, and congregate meal consumers are offered a food bag twice a month through a partnership with the Northeast Iowa Food Bank.

#### **How this project helped reduce those barriers:**

This project allowed additional options for consumer. The menu is based on “My Plate” recommendations which is leading higher meal satisfaction. Consumers are using the vouchers and have commented that the food is “very good”. Data is being collected and will be compiled. The location of the HyVee also allows for more accessibility due to its proximity to high need population without the need for public transportation.

**Planned Strategies**

NEI3A is committed to retaining or implementing the following strategies in FY2016 and 2017:

- Research additional venues in the NEI3A area where a “Senior Plate” or food is available and include those locations in the project.
- Try to increase other programming at meal sites including where this project is taking place
- Research if choices could be offered, i. e. different sides
- Increase church or community groups that would/could volunteer to “staff” a “new” meal site, wherever it might be, and deliver meals to rural areas
- Have additional nutrition staff in outlying areas to educate possible consumers on meal program available and where
- Discuss with Northeast Iowa Food Bank how Elderly Food Boxes and Bags can be offered to consumers in 8 counties not served by them. Discussion took place 4/1/15 and they are VERY interested in expanding this program if funding is available.

These strategies will address food insecurity among older lowans, especially among those individuals who live in a rural area, are low income, or at risk for institutional placement in the following ways:

- Provide diverse and local access to food on a contribution basis.
- Use the “My Plate” meal pattern with possible choices
- Proceed on expanding the Elderly Food Box and Bag Program

These strategies will address the decreasing participation in the Congregate Meal and Home Delivered Meal programs in FY2016 and 2017:

- At this time NEI3A is not seeing a decrease in home delivered meals
- Additional programming at the meal sites
- Meals that are more “attractive” to the consumers
- Hot meals available to older adults in the rural areas with the help of volunteers
- Education on other support available through NEI3A

Individuals to be Served

The table below lists the number of individuals served in SFY2015 to date from all funding sources and estimated number to be served in SFY 2016 (7/1/2015 – 6/30/2016).

**Table 8: Meal Program Consumers**

Category	SFY 2015 As of: [date]	SFY 2016
Total Number of Meal Program Consumers Served	(2.28.15) 6796	8160

[NAPIS]

Additional Services

Other AAA services most often used by meal program consumers:

- Nutrition Counseling
- Case Management
- Options Counseling
- Health Promotion and Disease Prevention

**Table 9: Percentage of meal program consumers receiving additional AAA services**

<b>Category</b>	<b>SFY 2015 As of: [date]</b>	<b>SFY 2016</b>
Percent of meal program consumers served receiving additional AAA services	(2.28.15) 30%	30%

[NAPIS]

Projected Expenditures

The table below lists budgeted expenditures from all funding sources to support this effort.

**Table 10: Meal Programs Funding Sources**

<b>Funding Source</b>	<b>FY2015</b>	<b>FY2016</b>
Federal	1,662,326	1,612,685
State	1,424,712	729,692
Local	916,786	900,516
In-Kind	694,263	685,365
<b>Total</b>	<b>4698087</b>	<b>3928258</b>

[Vendor and Fiscal Reports]

**Goal 4: Ensure the rights of older lowans and prevent their abuse, neglect and exploitation**

*Objective: To decrease abuse, neglect, and exploitation of older lowans.*

*Focus Area: Elder Abuse Prevention and Awareness*

Prevention and Awareness Needs

- Self Denial of Critical Care
- Financial Exploitation
- Denial of Critical Care

Strategies to Address Needs

**Current Strategies**

- Staff consultations with the Elder Rights Specialist as needed
- Weekly Elder Abuse staffing with options counselors and case managers in conjunction with DHS workers and staff from provider agencies.
- Filing Dependent Adult Abuse reports with the state intake center.
- Funding for gap services to keep individuals safe or from further risk of abuse.
- Multi-disciplinary Team Meetings with IDA Project Director, AAA Elder Rights Specialist and DHS on a quarterly basis.
- Elder Abuse trainings have been conducted with service providers when requested.

**Planned Strategies**

- Continue with the Elder Abuse Prevention and Awareness Program and the strategies listed above.
- Provide more outreach and awareness in less frequent referral areas within our 18 county service area.
- Collaborate more with Local Department of Human Service agencies, Adult Protective Services.
- Develop and facilitate Client Safety Meetings with DHS, Adult Protective Services, and Service providers on a quarterly basis.
- Implement and coordinate Elder Mediation activities statewide.

**Barriers**

- DHS role of involvement

Individuals to be Served

The table below lists the number of individuals served in SFY2015 to date and an estimated number to be served in SFY 2016 (7/1/2015 – 6/30/2016).

**Table 11: Elder Abuse Prevention and Awareness Consumers**

Category	SFY 2015 As of: [date]	SFY 2016
Total Number of EAPA Active Consumers Served	74	120

[NAPIS, Agency Reporting]

Additional Services

- Home Delivered Meals
- Case Management
- Caregiver support
- Homemaker services
- Financial Management
- Substitute Decision Maker
- Assisted Transportation
- Hospital services

**Table 12: Percentage of EAPA consumers receiving additional AAA services**

Category	SFY 2015 As of: [date]	SFY 2016
Percent of EAPA consumers receiving additional AAA services	30%	30%

[NAPIS]

Projected Expenditures

The following table lists budgeted expenditures from all funding sources to support this effort.

**Table 13: EAPA Funding Sources**

Funding Source	FY2015	FY2016
Federal		
State	87500	87500
Local		
In-Kind		
<b>Total</b>	<b>87500</b>	<b>87500</b>

[NEI3A Fiscal]

## Section 2: Service Planning and Evaluation

### FY 2016 Projected Older Americans Act Consumers and Service Units

Form 3A-1

Northeast Iowa Area Agency on Aging

FY 2016

This report HAS been finalized

Budget Report, Version 1

- [Form 3A-1](#)

SERVICE	Service Units Provided	Consumers Served	60+ Rural	60+ Minority	60+ Minority Below Poverty	60+ Below Poverty	SLP Low Income	SLP Moderate Income
01A: Administration	General Aging							
	Caregiver							
1: Personal Care	General Aging	660	25	9	4	2	6	
2: Homemaker	General Aging	6,637	137	37	13	8	50	
3: Chore	General Aging	1,800	38	7	10	6	16	
4: Home Delivered Meals	General Aging	218,000	1,600	335	90	41	466	
5: Adult Daycare	General Aging	814	8	1			3	
6: Case Management	General Aging	5,300	1,925	517	115	73	885	
7: Congregate Meals	General Aging	200,000	4,750	1,634	98	31	808	
8: Nutrition Counseling	General Aging	30	5		2			
9: Assisted Transportation	General Aging	10,286	330	9	57	32	107	
10: Transportation	General Aging	8,595	170	60	3	2	59	
11: Legal Assistance	General Aging	478	478	212	56	11	140	
12: Nutrition	General	10,000	2,180	497	24	14	577	

Education	Aging						
13: Information & Assistance	General Aging	8,553	6,500	4,839	287	111	1,247
14: Outreach	General Aging	390	260	47			74
B02: Health Promotion & Disease Prevention	General Aging	9,836	275	88	33	23	78
B03: Respite	General Aging	240	7	2	1	1	2
B05: Mental Health Outreach	General Aging	45	3	1			1
B07: Evidence Based Health Activities	General Aging	145	145	46	18	12	41
C01: Advocacy	General Aging						
C05: Legal Education	General Aging						
C07: EAPAP Consultation	General Aging	120	120	38	15	10	34
C08: EAPAP Assessment & Intervention	General Aging						
C09: EAPAP Training & Education	General Aging						
C10: Self-Directed Care	General Aging						
C11: Money Management	General Aging						
D01: Training & Education	General Aging	1,236	900	288	109	76	256
D02: Recreation Activities	General Aging						
D03: Reassurance/Visiting	General Aging						
E01: Counseling	General Aging	350	12	4	1	1	3
E02: Placement Services	General Aging						
E03: Assessment & Intervention	General Aging						
E05: Options	General	3,605	800	256	97	68	227

Counseling	Aging						
F02: Material Aide	General Aging	1,600	325	104	39	28	92
F03: Public Information	General Aging						
F05: Volunteer Support	General Aging						
CG1: CG Access Assistance	Caregiver	1,400	325	104	39	28	92
CG2: CG Self-Directed Care	Caregiver	95	95	30	11	8	27
CG3: CG Counseling	Caregiver	255	70	22	8	6	20
CG4: CG Information Services	Caregiver	51	25	8	3	2	7
CG5: CG Respite	Caregiver	3,300	57	18	7	5	16
CG6: CG Supplemental Services	Caregiver	350	17	5	2	1	5
CG7: CG Home Delivered Meals	Caregiver						
CG8: CG Options Counseling	Caregiver	275	130	42	16	11	37
GO1: GO Access Assistance	Caregiver						
GO2: GO Self-Directed Care	Caregiver						
GO3: GO Counseling	Caregiver						
GO4: GO Information Services	Caregiver						
GO5: GO Respite	Caregiver						
GO6: GO Supplemental Services	Caregiver						
GO7: GO Home Delivered Meals	Caregiver						
GO8: GO Options Counseling	Caregiver						



### Service Activity and Data Collection Performance

IDA reviews Consumers Served and Units Provided data to evaluate service reach (people served) and activity (most frequently used services, increase/decrease demand or cost, and/or priorities) for mandatory services. IDA also reviews the percentage of consumers who complete an Aging & Disability Network Consumer Intake Form once during the state fiscal year in which they receive a congregate meal and/or another registered service. IDA evaluates this information because it ensures that IDA and agencies have accurate information about the individuals they serve for planning, program evaluation, and required reporting purposes.

#### *Results: Service Data for FY2014 and FY2015 YTD*

The table below contains the agency's consumer served and units provided for mandatory services in SFY2014 and for the first quarter of SFY 2015.

Mandatory Service	data category	SFY 2014 Projected	SFY 2014 Actual	2014 % Difference	SFY 2015 Projected	SFY 2015 Actual (YTD Q1)	2015 % Difference
Case Management	Consumers	500	1,187	237%	500	1,516	303%
	Units	8,000	3,754	47%	2,400	3,063	128%
Congregate Meals	Consumers	5,500	5,922	108%	4,660	3,291	71%
	Units	201,959	191,197	95%	195,202	48,276	25%
Health Promotion	Consumers	208	0	0%	10,890	181	2%
	Units	225	0	0%	10,890	2,080	19%
Home Delivered Meals	Consumers	2,300	2,192	95%	1,850	1,292	70%
	Units	246,500	234,967	95%	243,240	56,606	23%
Information & Assistance	Consumers	470	3,061	651%	1,100	2,219	202%
	Units	1,800	5,494	305%	6,334	2,219	35%
Legal Assistance	Consumers	350	771	220%	520	133	26%
	Units	900	771	86%	916	133	15%
Nutrition Counseling	Consumers	5	1	20%	2	2	100%
	Units	10	4	40%	12	12	100%
Nutrition Education	Consumers	1,000	6,421	642%	600	1,204	201%
	Units	1,000	605	61%	2,000	2,477	124%
Options Counseling	Consumers				1,872	381	20%
	Units				2,808	685	24%

Note: Options Counseling was not a mandatory service until January 2014.

*Results: Consumer Data Collection*

IDA expects that at least 90% of consumers who receive a congregate meal and/or another registered service will complete an Aging & Disability Network Consumer Intake Form once during the state fiscal year.

The table below contains the agency's intake form completion rate for SFY2014 and for the first quarter of SFY 2015.

<b>Congregate Meal Consumers</b>	<b>SFY2014</b>	<b>SFY2015 YTD</b>
<b># Consumers</b>	5,922	3,291
<b># Forms Completed</b>	5,578	3,243
<b>% of Consumers Registered</b>	94%	99%

*Discussion: Service Projections and Data Collection*

The primary issues we face in forecasting is that we generally have open ended contracts with our providers. While this makes us more agile on the service, it makes forecasting units difficult

To minimize this, NEI3A will allocate units ahead of time to ensure that budget dollars are in place before authorizing the service. This allows NEI3A to allocate based on individual service need (consumer focused funding).

NEI3A uses myriad data sources to help determine where to allocate resources and how to fill service gaps. Sources include ESP, IAPRS, and Seamless.

### **Section 3: Intent / Assurances**

---

Verification of Intent

Authorized Signatures

Compliance with Assurances and General Provisions

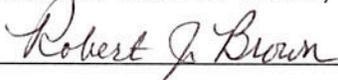
## Verification of Intent

Northeast Iowa Area Agency on Aging accepts full authority and responsibility to develop and administer the SFY 2016-SFY 2017 Area Plan on Aging in accordance with all requirements of the Older Americans Act as amended 2006, state laws, rules, and procedures. By accepting this authority and responsibility, the area agency agrees to develop and administer the Area Plan for a comprehensive and coordinated system of service and to serve as the advocate and focal point for all Iowans 60+ years of age in the area agency's planning and service area.

The Area Plan on Aging reflects input from a cross section of service providers, consumers, and caregivers that are representative of all areas and culturally diverse populations in the planning and service area; its contents are true, accurate, and incorporate the comments and recommendations of the Area Agency's Advisory Council and has been reviewed and approved by the Area Agency's Governing Body. It is acknowledged that intentional misrepresentation or falsification may result in the termination of financial assistance.

The Governing Body has reviewed and approved the SFY 2016-SFY 2017 Area Plan on Aging, and hereby submits the Area Plan to the Iowa Department on Aging for approval by the Iowa Commission on Aging.

Print Name: Robert J. Brown, Chair

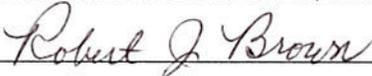


Signature, Chair - Governing Body

Date Signed 4-15-2015

The Advisory Council has reviewed and approved the SFY 2016-SFY 2017 Area Plan on Aging, and hereby submits the Area Plan to the Iowa Department on Aging for approval by the Iowa Commission on Aging.

Print Name: Robert J. Brown, Chair



Signature, Chair – Advisory Council

Date Signed 4-9-2015

The Executive Director has reviewed and approved the SFY 2016-SFY 2017 Area Plan on Aging, and hereby submits the Area Plan to the Iowa Department on Aging for approval by the Iowa Commission on Aging.

Print Name: Mike Isaacson



Signature, Executive Director

Date Signed 4-15-2015

**Authorized Signatures**

Name of Area Agency on Aging: Northeast Iowa Area Agency on Aging  
 Street Address: 2101 Kimball Ave, Ste. 320  
 City, State, Zip Code: Waterloo, IA 50702

Type of Agency: Private, not for profit  
 Date of Area Agency on Aging Designation: July 1, 2013

**Authorized Signatures for Funding Applications and Contracts**

Print Name: Mike Isaacson		4-15-2015
Signature of Executive Director		Date Signed
Print Name: Robert J. Brown		4-15-2015
Signature of Chair, Governing Body		Date Signed

**Authorized Signatures for Fiscal Reports**

Print Name: Mike Isaacson		4-15-2015
Signature of Executive Director		Date Signed
Print Name: Robert J. Brown		4-15-2015
Signature of Chair, Governing Body		Date Signed
Print Name: [First & Last Name]		
Signature of [Fiscal Staff Title]		Date Signed

**Authorized Signatures for Program Reports**

Print Name: Mike Isaacson		4-15-2015
Signature of Executive Director		Date Signed
Print Name: [First & Last Name]		
Signature of [Title]		Date Signed

## Compliance with Assurances and General Provisions

The Area Agency on Aging hereby assures compliance, on behalf of the area agency, service providers, and/or subcontractors, with any and all applicable federal and state laws, rules, and procedures. Applicable federal and state laws, regulations, rules and procedures include, but are not limited to, the following:

- Older Americans Act, as Amended, 2006
- Code of Federal Regulations
- 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)).
- Iowa Code Chapter 231, Department on Aging – Older Iowans
- Iowa Administrative Code 17, Department on Aging
- Code of Iowa, Chapter 8F, Government Accountability-Service Contracts, Contractor
- Certification and Reporting

Additionally, 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 2016-2017 of the Area Plan on Aging.

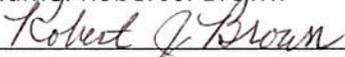
### Further Assurance is given that:

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.

By signing below, the Chair of the Governing Body, and the Executive Director confirm that he or she read, reviewed, and fully understands the federal and state statutes, regulations, rules and procedures identified within the Compliance with Assurances and General Provisions and agrees to fully comply with all terms thereof.

The Compliance with Assurances and General Provisions is hereby submitted for the FY'2016-2017 Area Plan to the Iowa Department on Aging for approval.

Print Name: Robert J. Brown

  
Signature of Chair, Governing Body

4-15-2015

Date Signed

Print Name: Mike Isaacson

  
Signature of Executive Director

4-15-2015

Date Signed

**38 Sec. 306 OLDER AMERICANS ACT OF 1965 (As Amended 2006)**

**Sec. 306, AREA PLANS**

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

## **Section 4: Stakeholder / Public Input**

---

Governing Body

Advisory Council

LLL Advisory Council

Public Hearing Documentation

## Governing Body

Governing Body for Northeast Iowa Area Agency on Aging

### Chair

Name: Robert J. Brown  
 Address: 4315 Sterling Lane  
 City & Zip Code: Cedar Falls 50613  
 County: Black Hawk  
 Phone: 319-266-5062  
 E-mail: bobnjudyb62@aolcom  
 Term Expires: Jan 2016

### Vice-Chair

Name: Joyce Denczek  
 Address: 1716 Sarah Street  
 City & Zip Code: Dubuque 52001  
 County: Dubuque  
 Phone: 563-556-5541  
 E-mail: denczekjoyce@gmail.com  
 Term Expires: Jan 2016

### Secretary/Secretary Treasurer

Name: Elaine Eshbaugh  
 Address: 217 Latham Hall - UNI  
 City & Zip Code: Cedar Falls 50613  
 County: Black Hawk  
 Phone: 319-830-5536  
 E-mail: Elaine.eshbaugh@uni.edu  
 Term Expires: Jan 2016

### Treasurer (if separate officer)

Name: Vicki Rowland  
 Address: PO Box 267  
 City & Zip Code: West Union 52175  
 County: Fayette  
 Phone: 319-521-1738  
 E-mail: vrowland@co.fayette.ia.us  
 Term Expires: Jan 2016

### Other Members

Name: Bob Clemen  
 Address: 113 E. Butler, Apt 204  
 City & Zip Code: Manchester 52057  
 County: Delaware  
 Phone: 563-927-6318  
 E-mail: none  
 Term Expires: Jan 2016

Name: Shirley Helmricks  
 Address: 1933 255<sup>th</sup> Str  
 City & Zip Code: Manchester 52057  
 County: Delaware  
 Phone: 563-927-2515  
 E-mail: supervisors@co.delaware.ia.us  
 Term Expires: Jan 2016

Name: Dan Byrnes  
 Address: 1044 State Highway 76  
 City & Zip Code: Waukon 52172  
 County: Allamakee  
 Phone: 563-568-1075  
 E-Mail: [danebyrnes@gmail.com](mailto:danebyrnes@gmail.com)  
 Term Expires: Jan 2016

Name: LuAnn Goeke  
 Address: 201 West Platt St  
 City & Zip Code: Maquoketa 52060  
 County: Jackson  
 Phone: 563-652-3181  
 E-mail: jcbos@co.jackson.ia.us  
 Term Expires: Jan 2016

Name: Mark Kubik  
 Address: 121 5<sup>th</sup> Ave W  
 City & Zip Code: Cresco 52136  
 County: Howard  
 Phone: 563-547-5063  
 E-mail: kubikinc@mediacombb.net  
 Term Expires: Jan 2016

Name: Kathy Babcock  
 Address: Box 355  
 City & Zip Code: New Hampton 50659  
 County: Chickasaw  
 Phone: 641-394-4053  
 E-mail: kbabcock@iowatelecom.net  
 Term Expires: Jan 2016

Name: Gary Bowden  
Address: 30674 Eagle Drive  
City & Zip Code: McGregor 52157  
County: Clayton  
Phone: 563-873-2308  
Email: [drgbowden@gmail.com](mailto:drgbowden@gmail.com)  
Term Expires: Jan 2016

Name: Clark Wilharm  
Address: 117 11<sup>th</sup> Str  
City & Zip Code: Waverly 50677  
County: Bremer  
Phone: 319-352-2234  
E-mail: [clark@larrabeecenter.org](mailto:clark@larrabeecenter.org)  
Term Expires: Jan 2016

Name: Dean Thompson  
Address: 217 Riverview Drive  
City & Zip Code: Decorah 52101  
County: Winneshiek  
Phone: 563-419-6047  
E-mail: [dean.thompson@co.winneshiek.is.us](mailto:dean.thompson@co.winneshiek.is.us)  
Term Expires: Jan 2016

## Advisory Council

**Older Americans Act Section 306(a)(6)(D).** Each area agency on aging shall establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan.

**Older Americans Act Code of Regulations, Subpart C, Sec. 1321.57(b) Composition of Council.**

The council shall include individuals and representatives of community organizations who will help to enhance the leadership role of the area agency in developing community-based systems of services. The advisory council shall be made up of:

1. More than 50 percent older persons, including minority individuals who are participants or who are eligible to participate in programs under this part;
2. Representatives of older persons;
3. Representatives of health care provider organizations, including providers of veterans' health care (if appropriate);
4. Representatives of supportive services provider organizations;
5. Persons with leadership experience in the private and voluntary sectors;
6. Local elected officials; and
7. The general public.

If the agency's Advisory Council does not currently meet all 7 composition criteria listed above, provide the following information:

- 1) Composition criteria yet to be satisfied by the Council (# 1, 2, 3, 4, 5, 6, 7)

[criteria met]

**Advisory Council for** Northeast Iowa Area Agency on Aging

**Chair**

Name: Robert J. Brown  
Address: 4315 Sterling Lane  
City & Zip Code: Cedar Falls 50613  
County: Black Hawk  
Phone: 319-266-5062  
E-mail: bobnjudyb62@aol.com  
Term Expires: Jan 2016

**Vice-Chair**

Name: Les Askelson  
Address: 908 Pine Ridge Ct  
City & Zip Code: Decorah 52101  
County: Winneshiek  
Phone: 563-382-3138  
E-mail: les@kvikradio.com  
Term Expires: Jan 2016

**Secretary/Secretary Treasurer**

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

**Treasurer (if separate officer)**

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

**Other Members**

Name: Jerry Gade  
Address: 506 E Maple Ave  
City & Zip Code: Conrad 50621  
County: Grundy  
Phone: 641-366-2941  
E-mail: bjgade@EARTHLINK.NET  
Term Expires: Jan 2016

Name: Sheila Bohr  
Address: 2101 Kimball Ave, Ste 121  
City & Zip Code: Waterloo 50702  
County: Black Hawk  
Phone: 319-272-2552  
E-mail: rsvpwaterloo1@hotmail.com  
Term Expires: Jan 2016

Name: Linda Von Holton  
Address: 2608 S 2<sup>nd</sup> Str, Ste E  
City & Zip Code: Marshalltown 50158  
County: Marshall  
Phone: 641-752-0279  
E-mail: mcvc@cirsvp.org  
Term Expires: Jan 2016

Name: Ed Holm - INRCOG  
Address: 229 E Park Ave  
City & Zip Code: Waterloo 50703  
County: Black Hawk  
Phone: 319-233-5213  
E-mail: eholm@inrcog.org  
Term Expires: Jan 2016

Name: Carol Hemsath  
Address: 601 4<sup>th</sup> Str NE, Apt A  
City & Zip Code: Independence 50644  
County: Buchanan  
Phone: 319-332-1200  
E-mail: none  
Term Expires: Jan 2016

Name: Paul Sjobakken  
Address: 800 W. Milwaukee Str  
City & Zip Code: New Hampton 50669  
County: Chickasaw  
Phone: 641-394-2791  
E-mail: none  
Term Expires: Jan 2016

Name: Marcia Bauer  
 Address: 2309 Muncy Ave  
 City & Zip Code: Waterloo 50701  
 County: Black Hawk  
 Phone: 319-530-7051  
 E-mail: Marcia.bauer@blink.state.ia.us  
 Term Expires: Jan 2016

Name: Joyce Buck  
 Address: 215 Rainbow Dr  
 City & Zip Code: Marshalltown 50158  
 County: Marshall  
 Phone: 641-752-5380  
 E-mail: jbuck1940@gmail.com  
 Term Expires: Jan 2016

Name: Valerie Nehl – Senator Grassley  
 Address: 531 Commercial Str  
 City & Zip Code: Waterloo 50701  
 County: Black Hawk  
 Phone: 319-232-6657  
 E-mail: Valerie\_nehl@grassley.senate.gov  
 Term Expires: Jan 2016

Name: Rosie Bruns  
 Address: 821 Hammond  
 City & Zip Code: Waterloo 50702  
 County: Black Hawk  
 Phone: 319-290-3757  
 E-mail: rosiebruns@gmail.com  
 Term Expires: Jan 2016

Name: Lamoyne Gaard  
 Address: 931 Sumner Str  
 City & Zip Code: Grinnell 50112  
 County: Poweshiek  
 Phone: 641-236-3598  
 E-mail: [lamoyne@iowatelecom.net](mailto:lamoyne@iowatelecom.net)  
 Term Expires: Jan 2016

Name: Sharon Harms  
 Address: 17203 F Ave  
 City & Zip Code: Wellsburg 50680  
 County: Grundy  
 Phone: 641-869-5168  
 E-mail: harmssharon@yahoo.com  
 Term Expires: Jan 2016

Name: Mike Gilchrist  
 Address: PO Box 255  
 City & Zip Code: Toledo 52342  
 County: Tama  
 Phone: 239-770-6203  
 E-mail: mike@aweiowa.com  
 Term Expires: Jan 2016

Name: Doreen Mingo  
 Address: 1825 Logan Ave  
 City & Zip Code: Waterloo 50703  
 County: Black Hawk  
 Phone: 319-266-2049  
 E-mail: MingoA2@ihs.org  
 Term Expires: Jan 2016

Name: Ron Welper  
 Address: 1120 W 8<sup>th</sup> Str  
 City & Zip Code: Waterloo 50702  
 County: Black Hawk  
 Phone: 319-234-6013  
 E-mail: none  
 Term Expires: Jan 2016

Name: Adam Scherling  
 Address: 4430 Ashworth Dr, Unit 10  
 City & Zip Code: Cedar Falls 50612  
 County: Black Hawk  
 Phone: 319-210-0185  
 E-mail: ScherlAB@ihs.org  
 Term Expires: Jan 2016

Name: Father Walter Brunkan  
 Address: 105 N Main Str  
 City & Zip Code: Greene 50636  
 County: Butler  
 Phone: 641-823-4146  
 E-mail: stmarys@iowatelecom.net  
 Term Expires: Jan 2016

Name: Kay Miles  
 Address: 3138 285<sup>th</sup> Ave  
 City & Zip Code: Hopkinton 52237  
 County: Delaware  
 Phone: 563-926-2409  
 E-mail: nimiles@iowatelecom.net  
 Term Expires: Jan 2016

Name: Lindsay Ede – Luther Manor  
 Address: 3131 Hillcrest Rd  
 City & Zip Code: Dubuque 52001  
 County: Dubuque  
 Phone: 563-588-1145  
 E-mail: Lindsay.ede@luthermanor.com  
 Term Expires: Jan 2016

Name: Wanda Cornelius  
 Address: 31578 150<sup>th</sup> Str  
 City & Zip Code: Bellevue 52031  
 County: Jackson  
 Phone: 563-672-3262  
 E-mail: wandac@netins.net  
 Term Expires: Jan 2016

Name: Bridgett Bartlett  
 Address: 7600 Commerce Park  
 City & Zip Code: Dubuque 52002  
 County: Dubuque  
 Phone: 563-556-4166  
 E-mail: bbartlett@ecia.org  
 Term Expires: Jan 2016

Name: Thelma Nissen  
 Address: 408 N. Walnut Str  
 City & Zip Code: Maquoketa 52060  
 County: Jackson  
 Phone: 563-652-4595  
 E-mail: none  
 Term Expires: Jan 2016

Name: Gerry Rea  
 Address: 3197 McCarthy Rd  
 City & Zip Code: Bernard 52032  
 County: Dubuque  
 Phone: 563-879-3412  
 E-mail: dandgrea@yousq.net  
 Term Expires: Jan 2016

Name: Marilyn Schorr  
 Address: 285 Hickory Lane  
 City & Zip Code: Lansing 52151  
 County: Allamakee  
 Phone: 563-538-4589  
 E-mail: none  
 Term Expires: Jan 2016

Name: Jo Fifield  
 Address: 128 S. Riverview  
 City & Zip Code: Bellevue 52031  
 County: Jackson  
 Phone: 563-542-6605  
 E-mail: joquilter@iowatelecom.net  
 Term Expires: Jan 2016

Name: Don Wearda  
 Address: 215 6<sup>th</sup> Ave E  
 City & Zip Code: Cresco 52136  
 County: Howard  
 Phone: 563-547-5817  
 E-mail: none  
 Term Expires: Jan 2016

Name: Mary Hamann  
 Address: 3796 123<sup>rd</sup> Ave  
 City & Zip Code: Maquoketa 52060  
 County: Jackson  
 Phone: 563-357-6635  
 E-mail: none  
 Term Expires: Jan 2016

Name: Jan Dybevik  
 Address: 217 7<sup>th</sup> Ave E  
 City & Zip Code: Cresco 52136  
 County: Howard  
 Phone: 563-547-4184  
 E-mail: jand\_cresco@hotmail.com  
 Term Expires: Jan 2016

Name: Richard Rossmann  
 Address: 432 W. South Str  
 City & Zip Code: Preston 52069  
 County: Jackson  
 Phone: 563-689-5561  
 E-mail: drossmann31@gmail.com  
 Term Expires: Jan 2016

Name: Sarah Lopez  
 Address: 21786 200<sup>th</sup> Str  
 City & Zip Code: Hawkeye 52147  
 County: Fayette  
 Phone: 563-427-3776  
 E-mail: none  
 Term Expires: Jan 2016

Name: Linda Ridihalgh  
Address: 1408 E. Knoll Ct  
City & Zip Code: Oelwein 50662  
County: Fayette  
Phone: 319-283-3006  
E-mail: none  
Term Expires: Jan 2016

Name: Fran Zichal  
Address: 1 Tara Lane  
City & Zip Code: Elkader 52043  
County: Clayton  
Phone: 563-245-2342  
E-mail: none  
Term Expires: Jan 2016

## LifeLong Links Advisory Council

Northeast Iowa Area Agency on Aging

### Chair

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

### Secretary/Secretary Treasurer

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

### Other Members

Name: Lynn Peters - Wartburg  
Address: 100 Wartburg Blvd  
City & Zip Code: Waverly 50677  
County: Bremer  
Phone: 800-772-2085  
E-mail: lynn.peters@wartburg  
Term Expires: ongoing

Name: Mary Jo Pint  
Address: Box 388  
City & Zip Code: Waterloo 50704  
County: Black Hawk  
Phone: none  
E-mail: nursepint@yahoo.com  
Term Expires: ongoing

Name: Mike Howell  
Address: 3420 University Ave  
City & Zip Code: Waterloo 50701  
County: Black Hawk  
Phone: 319-234-0319  
E-mail: none  
Term Expires: ongoing

### Vice-Chair

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

### Treasurer (if separate officer)

Name:  
Address:  
City & Zip Code:  
County:  
Phone:  
E-mail:  
Term Expires:

Name: Marcia Bauer  
Address: 3420 University Ave  
City & Zip Code: Waterloo 50701  
County: Black Hawk  
Phone: 319-266-3352  
E-mail: marcia.bauer@blind.state.ia.us  
Term Expires: ongoing

Name: Mary Wankowicz  
Address: Box 93  
City & Zip Code: Dysart 52224  
County: Tama  
Phone: 319-239-6881  
E-mail: Murphy59@fctc.coop  
Term Expires: ongoing

Name: Bob Lincoln  
Address: 1407 Independence Ave  
City & Zip Code: Waterloo 50703  
County: Allamakee/Black Hawk/Butler/Clayton/Chickasaw/Fayette/Grund y/Howard/Tama/Winneshie  
Phone: 855-266-1257  
E-mail: none  
Term Expires: ongoing

Name: Todd Rickert  
 Address: 704 H Ave  
 City & Zip Code: Grundy Center 50638  
 County: Grundy  
 Phone: 319-824-6779  
 E-mail: toddr@gccourthouse.org  
 Term Expires: ongoing

Name: Amy Hylton  
 Address: 425 Cedar Str  
 City & Zip Code: waterloo 50701  
 County: Black Hawk  
 Phone: 319-235-6211  
 E-mail: hylton@cfu.net  
 Term Expires: ongoing

Name: Tom Eachus  
 Address: 3251 W. 9<sup>th</sup> Str  
 City & Zip Code: Waterloo 50702  
 County: Black Hawk  
 Phone: 319-234-2893  
 E-mail: teachus@bhgmhc.com  
 Term Expires: ongoing

Name: Susan Pedrick  
 Address: 3421 W. 9<sup>th</sup> Str  
 City & Zip Code: waterloo 50702  
 County: Black Hawk  
 Phone: 319-272-8000  
 E-mail: Susan.Pedrick@wfhc.org  
 Term Expires: ongoing

Name: Teresa Fisher  
 Address: 1407 Independence Ave  
 City & Zip Code: Waterloo 50703  
 County: Black Hawk  
 Phone: 800-362-2178  
 E-mail: tfisher@dhs.state.ia.us  
 Term Expires: ongoing

Name: Barb Grant  
 Address: 1535 Lafayette Str  
 City & Zip Code: Waterloo 50703  
 County: Black Hawk  
 Phone: 319-291-2065  
 E-mail: bgrant@operationthreshold.org  
 Term Expires: ongoing

Name: Chris Sparks  
 Address: 760 Ansborough  
 City & Zip Code: Waterloo 50701  
 County: Black Hawk  
 Phone: 319-232-6671  
 E-mail:  
 Term Expires: ongoing

Name: Bob Brown  
 Address: 4315 Sterling Lane  
 City & Zip Code: Cedar Falls 50613  
 County: Black Hawk  
 Phone: 319-266-5062  
 E-mail: bobnjudyb62@aol.com  
 Term Expires: ongoing

Name: Lori Lorenzen  
 Address: 1407 Independence  
 City & Zip Code: Waterloo 50703  
 County: Black Hawk  
 Phone: 319-291-2512  
 E-mail: llorenzen@co.black-hawk.ia.us  
 Term Expires: ongoing

Name: Bonnie Sadler  
 Address: 209 E San Marnan Dr  
 City & Zip Code: Waterloo 50702  
 County: Black Hawk  
 Phone: 800-759-1641  
 E-mail: bonnie@nucara.com  
 Term Expires: ongoing

Name: Bridget Bartlett  
 Address: 7600 Commerce Park  
 City & Zip Code: Dubuque 52002  
 County: Dubuque  
 Phone: 563-556-4166  
 E-mail: bbartlett@ecia.org  
 Term Expires: ongoing

Name: Cheryl Neill  
 Address: 2101 Kimball Ave  
 City & Zip Code: Waterloo 50702  
 County: Black Hawk  
 Phone: 319-272-8000  
 E-mail: Cheryl.neill@wfhc.org  
 Term Expires: ongoing

Name: Dawn Potter  
 Address: 3420 University Ave  
 City & Zip Code: Waterloo 50701  
 County: Black Hawk  
 Phone: 319-236-0901  
 E-mail: dpotter@northstar.org  
 Term Expires: ongoing

Name: Nate Greiner  
 Address: 201 West Ridgeway Ave  
 City & Zip Code: Waterloo 50701  
 County: Black Hawk  
 Phone: 319-234-7777  
 E-mail: 415admin@hc-manorcare.com  
 Term Expires: ongoing

Name: Judi Gifford  
 Address: 1407 Independence Ave  
 City & Zip Code: Waterloo 50703  
 County: Black Hawk  
 Phone: 319-291-2413  
 E-mail: jgifford@co.black-hawk.ia.us  
 Term Expires: ongoing

Name: Heather Demsky  
 Address: 1501 E Orange Rd  
 City & Zip Code: Waterloo 50701  
 County: Black Hawk  
 Phone: 319-233-6726  
 E-mail: heather.demsky@hawkeyecollege.edu  
 Term Expires: ongoing

Name: Jan Heidemann  
 Address: 203 1<sup>st</sup> Ave NE  
 City & Zip Code: Waverly 50677  
 County: Bremer  
 Phone: 319-352-2993  
 E-mail: jheidemann@co.bremer.ia.us  
 Term Expires: ongoing

Name: Cindy Wiles  
 Address: 420 E. 11<sup>th</sup> Str  
 City & Zip Code: Cedar Falls 50613  
 County: Black Hawk  
 Phone: 319-277-2141  
 E-mail: Cindy.Wiles@westernhome.org  
 Term Expires: ongoing

Name: Jennifer Lightbody  
 Address: 905 Franklin Str  
 City & Zip Code: Waterloo 50703  
 County: Black Hawk  
 Phone: 319-272-4300  
 E-mail: jlightbody@peoples-clinic.com  
 Term Expires: ongoing

Name: Valerie Nehl  
 Address: 531 Commercial Str  
 City & Zip Code: Waterloo 50701  
 County: Black Hawk  
 Phone: 319-232-6657  
 E-mail: valerienehl@grassley.senate.gov  
 Term Expires: ongoing

Name: Kim Jensen  
 Address: 760 Ansborough Ave  
 City & Zip Code: Waterloo 50701  
 County: Black Hawk  
 Phone: 319-232-6671  
 E-mail: arccv@epIService.org  
 Term Expires: ongoing

Name: Vivian Meyer-Betts  
 Address: 607 Sycamore Str, Ste 206  
 City & Zip Code: Waterloo 50703  
 County: Black Hawk  
 Phone: 319-232-7008  
 E-mail: vnbetts@iowalaw.org  
 Term Expires: ongoing

Name: Sheila Bohr  
 Address: 2101 Kimball Ave  
 City & Zip Code: Waterloo 50702  
 County: Black Hawk  
 Phone: 319-272-2250  
 E-mail: rsvpwaterloo1@hotmail.com  
 Term Expires: ongoing

Name: Terry Helinski  
 Address: 1407 Independence Ave  
 City & Zip Code: Waterloo 50703  
 County: Black Hawk  
 Phone: 319-291-2413  
 E-mail: THelinski@co.black-hawk.ia.us  
 Term Expires: ongoing

Name: Eric Donat  
Address: 610 E 4<sup>th</sup> Str, Apt 67  
City & Zip Code: Waterloo 50703  
County: Black Hawk  
Phone: 319-404-3544  
E-mail: eric-donat@hotmail.com  
Term Expires: ongoing

**Public Hearing Documentation**

2101 Kimball Ave. Suite 320  
Waterloo, IA 50702  
319-874-6847  
800-779-8707



**Legal Notice**

Contact Information  
Janna Diehl, 319-874-6843

FOR IMMEDIATE RELEASE

Please print the following notice of a Request for Proposal no later than **March 30, 2015**

**Legal Notice**

Northeast Iowa Area Agency on Aging will hold a public hearing at 8:30 AM on Thursday, April 30, 2015 in the Board Room at the Kimball Ridge Center, 2101 Kimball Avenue, Waterloo, Iowa or you may participate by conference call (contact Janna Diehl at 319/874-6843). The purpose of this public hearing is to receive comments on the Area Plan SFY 2016 - 2017 and to add the following services 1) Options Counseling for General Aging and Family Caregiver and 2) Adult Day services in Delaware County only.

###

Please send a certified copy back to the attention of Vicki Hyke at our office (address below) for our records.

**From:** Vicki Hyke  
**To:** Janna Diehl  
**Subject:** Public Hearing

	<u>Published</u>
Waterloo Courier	March 30, 2015
Dubuque Telegraph Herald	March 30, 2015
Decorah Journal	March 30, 2015
Oelwein Register	March 30, 2015

Also on website and Facebook.

**Northeast Iowa Area Agency on Aging  
Public Hearing  
2101 Kimball Avenue – 1<sup>st</sup> Floor Board Room  
April 30, 2015 – 8:30 A.M.**

**AGENDA**

- I. Call to Order:
- II. Public Hearing: FY2016-2017 Area Plan  
The purpose of the public hearing is to receive comments on the FY 2016 – 2017 Area Plan and add the following services  
1) Options Counseling for General Aging and Caregiver and 2) Adult Day Services in Delaware County only
- III. Adjournment:

NORTHEAST IOWA AREA AGENCY ON AGING  
PUBLIC HEARING MINUTES  
April 30, 2015 – 8:30 AM

Present: Mike Isaacson-CEO, Bob Brown-Area Advisory Council Chair

This Public Hearing is being held to receive comments for the Area Plan SFY 2016 – 2017 and provide a direct service waiver for 1) Options Counseling for General Aging and Caregiver and 2) Adult Day Services in Delaware County only.

Mike Isaacson, CEO of the agency declared the Public Hearing opened at 8:30 AM.

The public was invited to comment – no questions or comments were received.

The Public Hearing was declared closed at 8:40 AM.

Submitted,

Mike Isaacson, CEO

Janna Diehl, Recording Secretary (typed)

## **Section 5: Area Profile - Staffing / Coverage**

---

Table of Organization

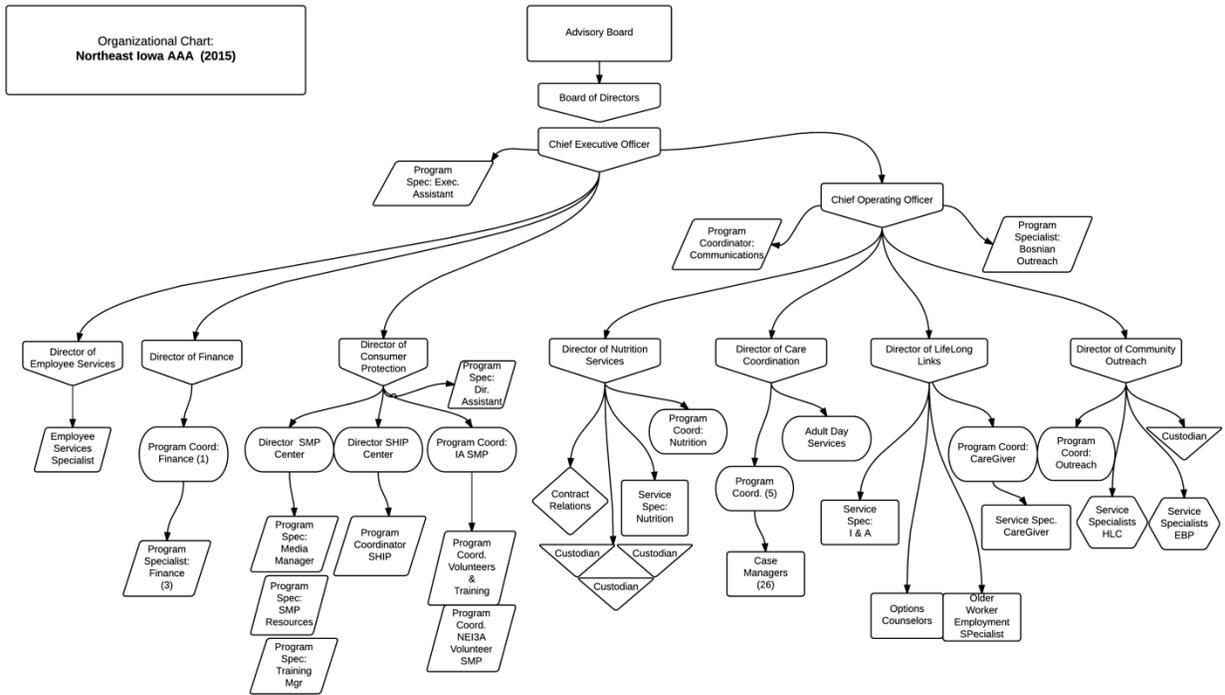
Service Coverage by County

Nutrition Services and OAA Providers

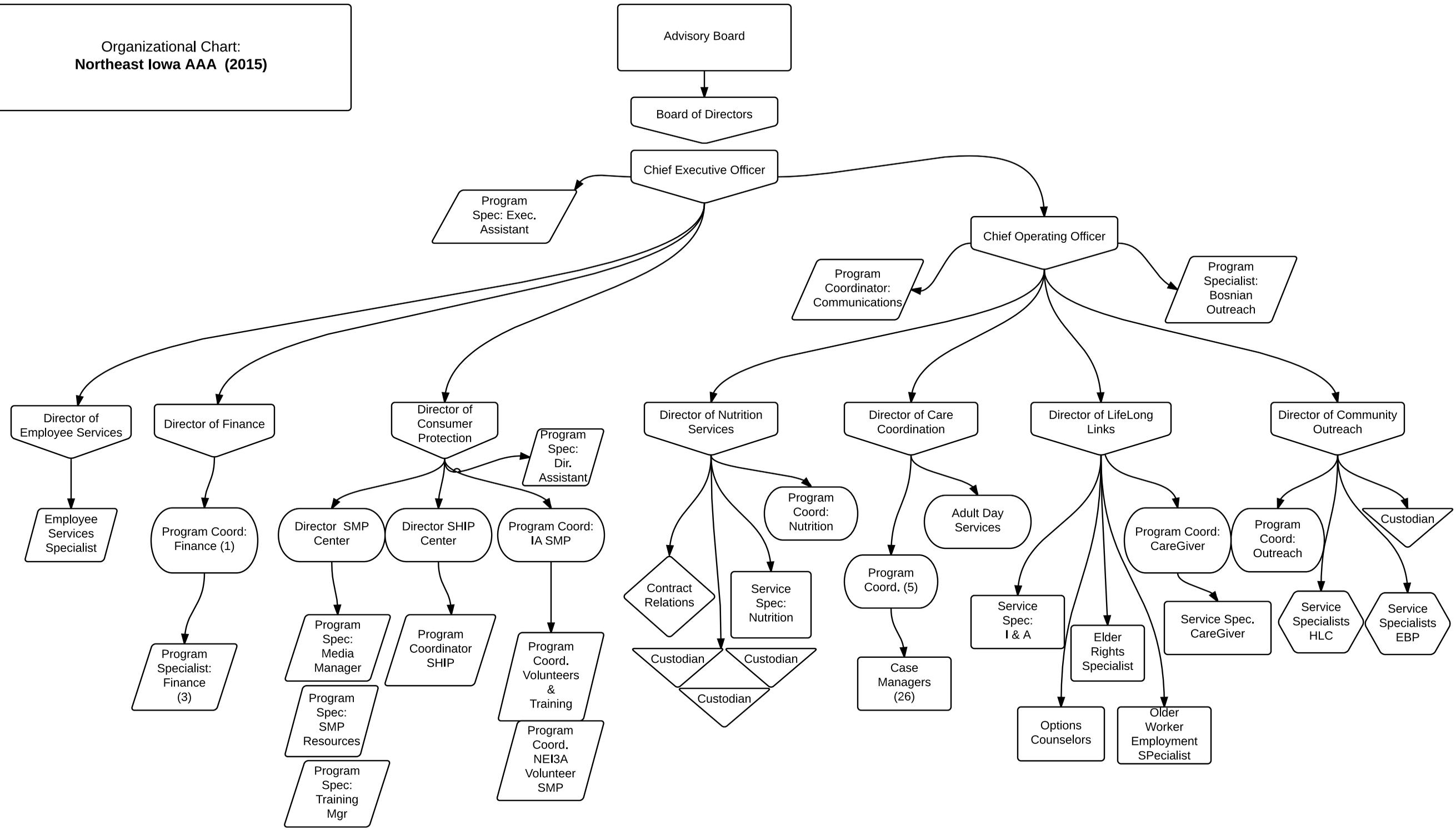
Request for Direct Service Waiver

Service Planning and Data Reporting Performance Measures

### Table of Organization



Organizational Chart:  
**Northeast Iowa AAA (2015)**



**OAA Service Coverage by County**

<b>Mandatory &amp; Other Services</b>	Allamakee	Black Hawk	Bremer	Buchanan	Butler	Chickasaw	Clayton	Delaware	Dubuque
Case Management	X	X	X	X	X	X	X	X	X
Congregate Meals	X	X	X	X	X	X	X	X	X
Health Promotion	X	X	X	X	X	X	X	X	X
Home Delivered Meals	X	X	X	X	X	X	X	X	X
Information & Assistance	X	X	X	X	X	X	X	X	X
Legal Assistance	X	X	X	X	X	X	X	X	X
Nutrition Counseling	X	X	X	X	X	X	X	X	X
Nutrition Education	X	X	X	X	X	X	X	X	X
Options Counseling	X	X	X	X	X	X	X	X	X
<b>Other Service(s)</b>	X	X	X	X	X	X	X	X	X
	X	X	X	X	X	X	X	X	X
Evidence-Based Health Activities	X	X	X	X	X	X	X	X	X
Outreach	X	X	X	X	X	X	X	X	X
Transportation	X	X	X	X	X	X	X	X	X

<b>Mandatory &amp; Other Services</b>	Fayette	Grundy	Hardin	Howard	Jackson	Marshall	Poweshiek	Tama	Winneshiek
Case Management	X	X	X	X	X	X	X	X	X
Congregate Meals	X	X	X	X	X	X	X	X	X
Health Promotion	X	X	X	X	X	X	X	X	X
Home Delivered Meals	X	X	X	X	X	X	X	X	X
Information & Assistance	X	X	X	X	X	X	X	X	X
Legal Assistance	X	X	X	X	X	X	X	X	X
Nutrition Counseling	X	X	X	X	X	X	X	X	X
Nutrition Education	X	X	X	X	X	X	X	X	X
Options Counseling	X	X	X	X	X	X	X	X	X
<b>Other Service(s)</b>	X	X	X	X	X	X	X	X	X
Adult Day Care/Adult Day Health	X	X	X	X	X	X	X	X	X
Evidence-Based Health Activities	X	X	X	X	X	X	X	X	X
Outreach	X	X	X	X	X	X	X	X	X
Transportation	X	X	X	X	X	X	X	X	X

## **Nutrition Services and OAA Providers**

Please confirm that the information detailed below is current in the IAPRS for your agency.

### *Nutrition Services*

Agency staff have reviewed the following Nutrition Services information entered into IAPRS and verify that the information is current as of April 1, 2015.

Nutrition Services information to be verified for accuracy includes:

- Location: Name, Street Address, City, Zip
- Frequency

### *Contracts with Service Providers of OAA Services*

Agency staff have reviewed the Service Provider information entered into IAPRS and verify that the information is current as of April 1, 2015.

## Request for Direct Service Waiver

The service for which the Northeast Iowa Area Agency on Aging seeks a Direct Service Waiver for SFY 2016-2017 is: Options Counseling – General Aging & Family Caregiver

1. 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.

Please select the basis for which the waiver request is required. (You may select more than one).

- a.  Provision of the service(s) by the area agency on aging is necessary to assure an adequate supply of such services;
  - b.  Such service(s) are directly related to area agency on aging administrative functions; or
  - c.  The service(s) can be provided more economically, and with comparable quality, by the area agency on aging.
2. Provide a detailed justification for the waiver request.
    - The justification should include such factors as a cost analysis or needs assessment, the area agency's efforts to secure services through a competitive solicitation process such as a request for proposal (RFP).
    - If the service is considered part of administration activity, describe the rationale for considering it part of the administrative activity and the authority for that rationale.

Mandated within Iowa Code

Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s), per SFY 2016-2017 Area Plan on Aging instructions.

Mike Isaacson

4-15-2015

---

Signature, Executive Director

Date

### Request for Direct Service Waiver

The service for which the Northeast Iowa Area Agency on Aging seeks a Direct Service Waiver for SFY 2016-2017 is: Adult Day Services – Delaware County Only

3. 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.

Please select the basis for which the waiver request is required. (You may select more than one).

- d.  Provision of the service(s) by the area agency on aging is necessary to assure an adequate supply of such services;
  - e.  Such service(s) are directly related to area agency on aging administrative functions; or
  - f.  The service(s) can be provided more economically, and with comparable quality, by the area agency on aging.
4. Provide a detailed justification for the waiver request.
- The justification should include such factors as a cost analysis or needs assessment, the area agency's efforts to secure services through a competitive solicitation process such as a request for proposal (RFP).
  - If the service is considered part of administration activity, describe the rationale for considering it part of the administrative activity and the authority for that rationale.

7-1-15 this site will become part of NEI3A – will look at provider options in future

Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s), per SFY 2016-2017 Area Plan on Aging instructions.

Mike Isaacson

4-15-2015

---

Signature, Executive Director

Date

## Northeast Iowa Area Agency on Aging - Area Plan on Aging Responses Requested / Corrections Needed

Please complete required actions and respond to requests on issues identified for focus areas noted below. Responses are due by 4:00 pm on May 27, 2015. Please send responses by e-mail to Shan Sasser at [Shan.Sasser@iowa.gov](mailto:Shan.Sasser@iowa.gov).

### Strategy – Projections Questions

#### Goal 1 Focus Area: LifeLong Links

1. Please explain discrepancy in strategies to expand LifeLong Links activities and decrease in consumer projections for Options Counseling and Access Assistance for Caregivers.

Service	Total Units FY15	Total Clients FY15	Total Units FY16	Total Clients FY16	% change Units	% change clients	FY15 – total expenditure	FY16 - total expenditure	% change total expenditure
IR&A	6,334	340	8553	6,500	35%	1811%	\$166,673	\$418,209	151%
Access Assistance for Caregivers	1,656	511	1400	325	15%	-36%	\$21,029	\$84,637	302%
Options Counseling	2,808	1,872	3605	800	28%	-57%	\$228,139	\$324,111	42%
Options Counseling (Caregivers)	192	128	275	130	43%	2%	\$15,582	\$107,297	588%

#### Response #1:

Due to the insecure nature of funding for LifeLong Links, NEI3A has developed a more “lean” operating model that it intended to provide more outreach in a more efficient manner. We project lower numbers however, do the need to build capacity as demand necessitates. The fact is that we are transitioning to a more robust “fee-for-service” platform on the corporate pay/private pay/sliding-fee-scale pay models. Additionally, as we move into a managed care world we believe that there will be a “re-basing” of services and service delivery. While we hope to capture a larger market, thus increasing number above FY16 projections, we simply wish to get a better understanding of the new system and then consider our reality. This is our attempt at being proactive by creating the ability to be flexible within a new market.

We could easily leave the numbers at, or above, FY15 levels, however we are attempting to move into a business model that we are still developing and feel that the numbers reflected for FY16 are a good starting point. Statistics will be modified moving forward based on actual experience in this new landscape.

**Goal 2 Focus Area: Transportation**

1. In plan narrative, agency plans significant cuts to transportation program. Please explain reason(s) for reducing this service.
2. Plan narrative indicates Assisted Transportation as a need. Agency has projected increased projected funding by 8% from previous year; however, have decreased unit projections. Please explain.

Service	Total Units FY15	Total Clients FY15	Total Units FY16	Total Clients FY16	% change Units	% change clients	FY15 – total expenditure	FY16 - total expenditure	% change total expenditure
Assisted Transport.	11,748	300	10286	330	-12%	10%	\$107,580	\$116,278	8%
Transport.	11,419	210	8595	170	-25%	-19%	\$41,298	\$15,251	-63%

**Response #1:**

Historically, NEI3A spent through its Title III allotment for transportation several months before the end of the fiscal year. NEI3A uses local funds to supplement the transportation and assisted transportation programs. Upon the depletion of these funds, State Elder Service Dollars would fill in the balance. Due to the increasing demand for Elder Service Funds for services with no other funding sources – unlike transportation – NEI3A chose to administer the State funding to other programs

Projections for FY16 have been taken from the first three quarters of “actual” units/clients in FY15. Example – through nine months NEI3A has spent \$118,463 in Assisted Transportation, therefore the projected expenditures for FY16 of \$116,278 will indeed be a decrease. We have also based units/client information from what current operations and modified them for the reduction of funding for FY16 (this is the same process for Response #2)

**Response #2:**

NEI3A augmented its unit cost projection for assisted transportation to more closely align with what the contract rates are. This is due primarily to the change in the type of rides – specifically the increased funding of transporting rural residents to hospitals that are often 50 or more miles away. NEI3A prioritizes trips for medical appointments, but these trips are often costlier than local trips. Moreover, the decline in volunteer drivers both for NEI3A and its transportation partners has amplified the need for funding longer trips by utilizing para transit service.

**Goal 2 Focus Area: Caregiver: Family & Grandparent-Older Relative**

1. In plan narrative, agency indicates no issues with addressing needs or barrier; however, agency has reduced expected expenditures for four of six services and instituted a waiting list for some caregiver services. Please describe process for assigning a consumer to a waiting list and removing the consumer from the waiting list.
2. In the plan narrative, most of the additional services listed that caregivers receive are not services for which Title III E Caregiver funds may be used. Please describe process for completing intake forms and tracking and reporting services for individuals who may be eligible for services under both Title III E and Title III B or Title III C.
3. Please explain projected increase in caregiver respite consumers and units and decrease in projected expenditures.

Service	Total Units FY15	Total Clients FY15	Total Units FY16	Total Clients FY16	% change Units	% change clients	FY15 – total expenditure	FY16 - total expenditure	% change total expenditure
Access Assistance	1,656	511	1400	325	15%	-36%	\$21,029	\$84,637	302%
Counseling	494	160	255	70	-48%	-56%	\$126,697	\$21,622	-83%
Options Counseling (Caregivers)	192	128	275	130	43%	2%	\$15,582	\$107,297	588%
Respite	2,179	50	3300	57	51%	14%	\$99,037	\$85,609	-14%
Information Services	1,540	1,540	51	25	-96%	-96%	\$4,888	\$1,052	-78%
Supplemental Services	182	23	350	17	92%	-26%	\$23,284	\$6,388	-73%

#### **Response #1:**

NEI3A is implementing a comprehensive system for service and funding authorization for all services provided by NEI3A (save nutrition – which will be implemented at a later time). This will include a qualified employee – case manager, options counselor, or other staff identified by management – submitting a request for service using a shared form for the entire agency. As requests come in, a finance specialist will determine what funding is available and from what source. As available, the finance specialist will notify the employee requesting the service that it is now approved for funding, and the employee will submit an authorization to the selected provider. If funding is available immediately, the wait will be relatively short – more of a processing time wait. If funding is not available, staff will notify the consumer and give a time estimate based on the number of names ahead and the speed at which consumers come off the list. This will be most important for ongoing services. But the process will be the same for caregiver services as well. This method will ensure that all Federal, State, and local funds are used appropriately, that services will be applied fairly to all qualifying consumers, that unmet need is better recorded, and that the agency does not underspend or overspend in a particular service line.

**Response #2:**

NEI3A has remodeled the tracking mechanism and re-educated staff on the important of being aware of accurately tracking units/clients as well as what funding source that should be attached to them. Options Counselors and the Information, Referral & Assistance Specialist track their time and code it according to the calls/referrals conduct.

Additionally, other funding sources are utilized outside of our Title dollars.

**Response #3:**

The average cost of one Respite unit is \$25.00. NEI3A divided the total program cost by the unit rate to get the units for FY16

**Goal 3 Focus Area: Nutrition and Food Security Project**

1. Agency area plan budget report shows decreased consumer, unit, and expenditure projections for Home Delivered Meal; however this service decrease is not addressed in area plan narrative as strategies to address food security and nutrition needs of older individuals in planning and service area. Please explain projected decrease.
2. Agency strategy to increase congregate meal participation is to increase programs offered. Agency plan also lists Nutrition Counseling and Health Promotion as additional services most often used by meal consumers. However, agency is projecting a decrease in Health Promotion & Disease Prevention consumers and service units and Nutrition Counseling is projected to reach 5 clients. Please explain which additional programs will be offered and reduced reach of Health Promotion and Nutrition Counseling.

Service	Total Units FY15	Total Clients FY15	Total Units FY16	Total Clients FY16	% change Units	% change clients	FY15 – total expenditure	FY16 - total expenditure	% change total expenditure
Congregate Meal	195,202	4,660	200,000	4750	2%	2%	\$2,121,453	\$2,465,023	16%
Home Delivered Meal	243,240	1,850	218,000	1,600	-10%	-14%	\$1,527,252	\$1,463,234	-4%
Nutrition Counseling	12	2	30	5			\$852	\$2,397	
Nutrition Education	350	350	1,000	2,180	2757%	522%	\$50,496	\$60,096	19%
Health Promotion/ Disease	10,890	10,890	9836	275	-10%	-97%	\$19,659	\$35,496	81%

Service	Total Units FY15	Total Clients FY15	Total Units FY16	Total Clients FY16	% change Units	% change clients	FY15 – total expenditure	FY16 - total expenditure	% change total expenditure
Prevention									

**Response #1:**

**Response #2:**

Response to both #1 and #2 are...

This is a “re-basing” year for NEI3A services. While we firmly believe that we will see an increase in need, we are also recognizing the fact that funding is stagnant or declining. Therefore, while the need may be present, we are simply not able to meet the fiscal demand. Therefore, we are attempting to modify past practices by reducing meal delivery/service to set days and methods. In past plans, the actual practice has shifted funds from other areas to support the meal program. This is not sustainable as we project funding in the future. Additionally we are going to be utilizing the “nutrition risk assessment” more specifically to begin to ensure that we are meeting the need of those most “at-risk” in our service delivery. The current “all-comers” approach is, again, simply not sustainable and we are forced to develop processes that narrow in on highest need. We continue to fine-tune these processes, but want to begin the year “level-set” so that we can get a true picture of supply/demand dynamics.

These programs are offered however, consumers are not taking advantage of them. NEI3A has based numbers and dollars off of the current nine months of data (FY15). The Nutrition Education Units were not captured in all eighteen counties in FY14. These figures were used to base FY15 units and therefore the exaggerated increase in units for FY16.

#### **Goal 4 Focus Area: Elder Abuse Prevention and Awareness**

No consumer, units, or expenditures were projected for EAPA Assessment & Intervention or EAPA Training and Education. The agency may not expend funds for these activities if not included in the approved area plan Form 3A-1 and area plan budget report.

Service	FY16 Total Units	FY16 Total Clients	FY16 - total expenditure
EAPAP Assessment & Intervention	462	138	43750
EAPAP Consultation	53	53	26250
EAPAP Training & Education	391	12	17500

The Elder Rights Specialist position is not listed in agency table of organization.

#### **Form 3A-1 Corrections**

##### **Obsolete Services**

The *SFY 2016 Area Agency on Aging Reporting Manual* was distributed to all Area Agencies on Aging on December 16, 2014. This reporting manual reflected changes to the service taxonomy. Agency's Form 3A-1 included consumer and service unit projections for these services which are no longer in the service taxonomy:

- Counseling
- Mental Health Outreach
- Respite (General Aging)

##### **Unit Projections**

*Information and Assistance.* Agency is projecting 6,500 unduplicated consumers receiving Information and Assistance. Since this projected count is many times higher than other agencies, please verify that this projected count does not include individuals where call center staff simply transfer the call to another agency.

*Caregiver Information Services.* The unit projections for Caregiver Information Services do not align with the unit measure. The unit measure should not be greater than or equal to consumers. (Please refer to the *SFY 2016 Area Agency on Aging Reporting Manual* for an example.)

##### **Required Action:**

AAA must resubmit Form 3A-1 Consumer and Service Unit with these corrections:

- Add EAPA consumer and service projections for all three EAPA services.

- Remove consumer and service unit projections from Counseling, Mental Health Outreach, and Respite (General Aging).
- Verify Information and Assistance and Caregiver Information Services projections. Amend as necessary.

### **Area Plan Budget Corrections**

Agency's area plan budget report included expenditure projections for these services which are no longer in the service taxonomy:

- Counseling
- Mental Health Outreach
- Respite (General Aging)

#### **Required Action:**

AAA must resubmit area plan budget with these corrections:

- Remove expenditures from Counseling, Mental Health Outreach, and Respite (General Aging).
- Add projected expenditures for all three EAPA services.

### **Other Corrections**

#### **Authorized Signature Forms**

Since fiscal documents require original signatures, sample written signatures are required for comparison purposes.

#### **Required Action:**

For the Authorized Signature form, please submit scanned form with written signatures.

#### **Table of Organization**

The Elder Rights Specialist position is not listed in agency table of organization.

#### **Required Action:**

Please provide updated table of organization showing Elder Rights Specialist.

#### **Service Providers**

Please describe process for utilizing Purchase of Service (POS) over contracted provider. (That is, when does agency decide to contract with providers, as with the four material aid providers listed, versus using a POS provider?)

#### **Response:**

Contracting mechanisms are utilized when a specific percentage of funds are mandated to be used in a specific service area (typically an identified "priority service"). NEI3A believes

strongly in a “Person-Centered” funding model so all other services on are on a Purchase of Service Agreement methodology so that we may “wrap” funds around specific people to meet individual needs. This allows us to better control the funding as well as the quality of services provided to those that we serve.

**Please indicate the number of active agency Purchase of Service providers:**

**Please list for which services the POS providers are being utilized:**

Number of providers: 65

Services:

Adult Day

Assessment/Intervention: Nursing

Chore

Financial Counseling

Homemaker

Home Repairs/Modifications

Material Aide Assistive Devices

Material Aide Emergency Response

Mental Health Outreach

Nutrition Counseling

Personal Care/Home Health Aide

Respite

Language Translation

Medication Reconciliation