

# **SOUTHWEST** **SENIOR SERVICES**

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**AREA AGENCY ON AGING**

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**FY'2012 Area Plan Update**

*FOR THE*

**Period Fiscal years 2010 – 2013**

**FY'2012 AREA PLAN UPDATE  
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## Section 1.1 Verification of Intent and Area Agency Signatures

### Verification of Intent

Southwest 8 Senior Services (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.

March 29, 2011

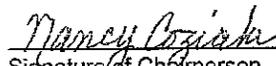
Date

  
Signature of Area Agency on Aging Director

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

February 15, 2011

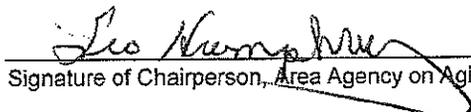
Date

  
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.

March 23, 2011

Date

  
Signature of Chairperson, Area Agency on Aging Board of Directors

**Authorized Signatures  
FY2012 Area Plan Update**

Southwest 8 Senior Services, Inc.

Name of Area Agency

300 West Broadway Ste. 240

Street Address

Council Bluffs

City

Iowa 51503

State & Zip

Non Profit

Type of Agency

1977

Date of Area Agency Designation

*Barbara Morrison*

Signature of Area Agency on Aging Director

*Leo Humphrey*

Signature of Area Agency on Aging Board Chair

**Authorized Signatures for Funding Applications and Contracts**

*Barbara Morrison*

Signature of Area Agency on Aging Director

3-29-11

Date Signed

*Leo Humphrey*

Signature of Area Agency on Aging Board Chair

3-29-11

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".)

*Ann Wilson Fiscal Manager*

Signature & Title

3/29/11

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".)

*Sherry McDonald Case Management Coordinator 3/28/11*

Signature of Area Agency on Aging Program Director/Coordinator

Date Signed

*Kelly J. Butts*

Signature of Area Agency on Aging Program Director/Coordinator

March 28, 2011

Date Signed

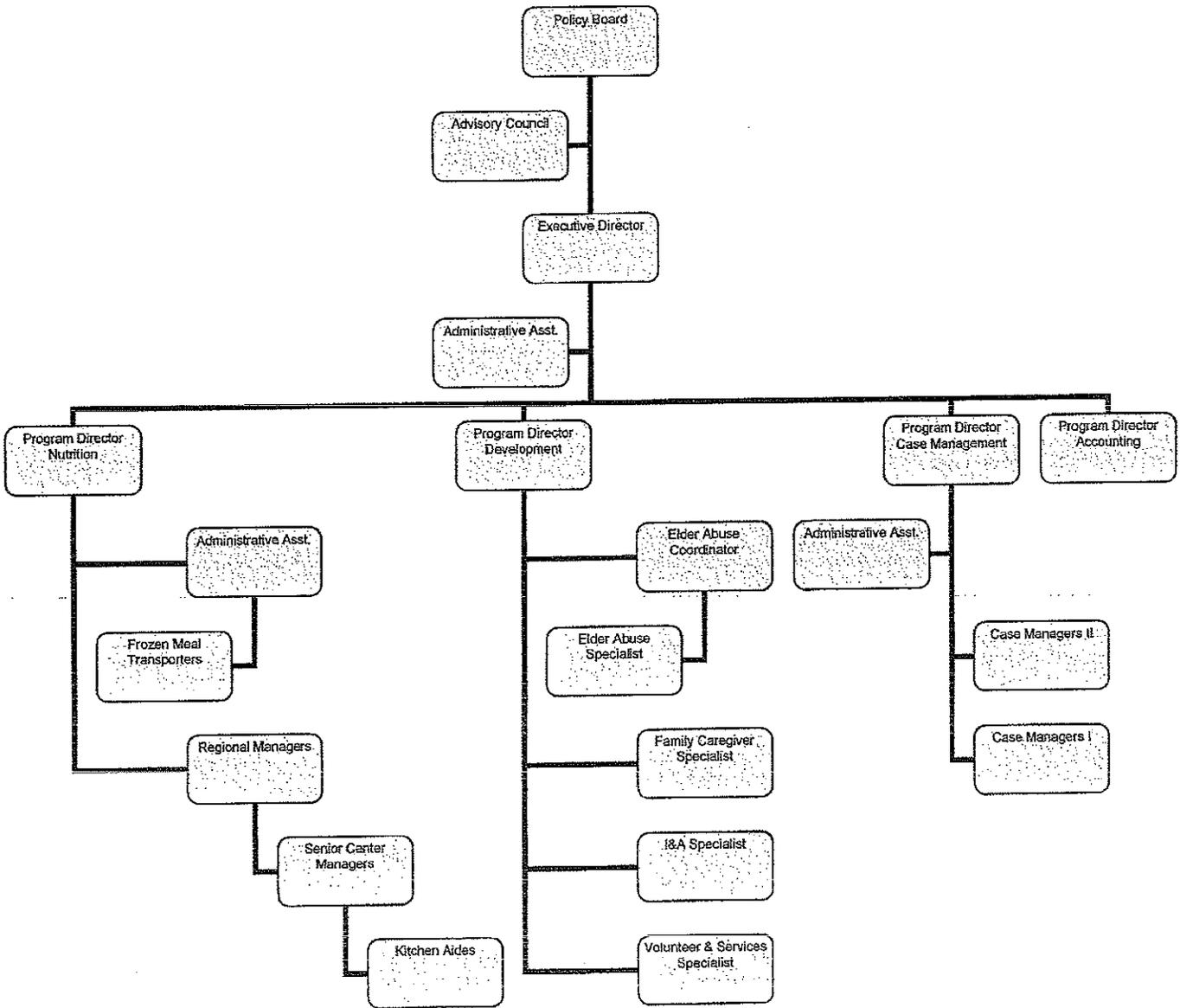
*Sherry McDonald*

Signature of Area Agency on Aging Program Director/Coordinator

March 28, 2011

Date Signed

**1.2 Organizational Structure: Updated March 3, 2010**



The agency has one administrative location at 300 W. Broadway, Ste 240 in Council Bluffs, IA. We are located at 41degrees 15'41.75" N latitude and 95 degrees 50'49.65" W longitude in downtown Council Bluffs within the Omni Centre Business Center at an elevation of 1020 ft. Our offices are accessed off of the 2<sup>nd</sup> floor west of the parking garage.

## Area Agency on Aging Board Officials and Members

Board officials of Southwest 8 Senior Services  
Insert Name of Area Agency on Aging

### Chairperson

Name: Leo Humphrey

Town/city: Essex, Iowa

### Vice-Chairperson

Name: Bob Neumann

Town/city: Council Bluffs, Iowa

### Secretary

Name: Terry Amburn

Town/city: Glenwood, Iowa

### Other Board Members

Name: Rev. Dr. Roger Kisse!

Town/city: Sidney, Iowa

Name: Burton Conn

Town/city: Lewis, Iowa

Name: Dwight Zimmerman

Town/city: Harlan, Iowa

Name: Rollie Roberts

Town/city: Dunlap, Iowa

Name: Jon Waltz

Town/city: Red Oak, Iowa

Name:

Town/city:

Updated March 1, 2011

**Area Agency on Aging Advisory Council Members**  
Council members of Southwest 8 Senior Services

Sheri Bowen	Glenwood
Elizabeth Braman	Sidney
Howard Braman	Sidney
Gale Brown	Neola
Nancy Coziahr	Council Bluffs
Gary Frederiksen	Council Bluffs
George Gillespie	Council Bluffs
Charles Hooper	Clarinda
Jerre Hunter	Carter Lake
Keith Oliver	Woodbine
Jean Palensky	Council Bluffs
Rose Mary Schoening	Silver City
Janet Stuhr	Harlan
Dorothy Teig	Atlantic
Kris Wernimont	Atlantic
Sue Witthoft	Clarinda

Criteria 1: Braman, Braman, Coziahr, Frederiksen, Hunter, Oliver, Teig, Schoening, Stuhr, Hooper, Brown, Palensky, Gillespie

Criteria 2: Braman, Braman, Hunter, Frederiksen, Oliver, Schoening, Stuhr, Teig, Hooper, Brown, Wernimont, Gillespie, Palensky, Bowen, Coziahr, Witthoft

Criteria 3: Bowen, Braman, Oliver, Palensky, Witthoft

Criteria 4: Bowen, Braman,

Criteria 5: Bowen, Braman, Braman, Coziahr, Frederiksen, Gillespie, Hunter, Schoening, Wernimont, Brown

Criteria 6: Schoening

Criteria 7: Braman, Braman, Coziahr, Frederiksen, Hunter, Oliver, Schoening, Stuhr, Wernimont, Hooper, Brown, Teig, Gillespie, Bowen

The function of the Advisory Council is to advocate for the elderly in the Southwest 8 area by keeping abreast and informed of aging activities, issues, programs, and services concerning the elderly and sharing this information at the local county level from which they are elected; to assist the staff with planning, coordinating, administering, and evaluating a comprehensive system of service for the elderly in the eight county area; to serve as an information link between the Area Agency on Aging and providers of services to the elderly in the area; to review and make recommendation on program priorities for the eight county area; to communicate problems to the appropriate agency on regional, or state level when conflicts concerning administration, programs or policies at the local level cannot be resolved by the Area Agency on Aging; to review and comment on community policies, programs and actions which affect older persons; and to assist in generating local support for development of programs for older persons in the Southwest 8 Senior Services area.

Advisory Council information updated March 1, 2011

## Older Americans Act Guidance

### AAA Advisory Committee

*The Older Americans Act: Code of Regulations, Subpart C, Sec. 1321.57 states the area agency advisory council:*

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

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

## Section 1.3 Compliance and Assurance Documents

### 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

March 29, 2011

Date

Southwest 8 Senior Services  
Area Agency on Aging

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

Assurances  
Sec. 306, AREA PLANS

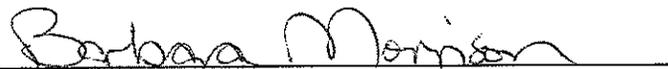
- 306(a)(2) Each area agency on aging shall provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services-
- 306(a)(2)(A) services 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 sub clause (I);
- 306(a)(4)(A)(ii) provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and (III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and
- 306(a)(4)(A)(iii) With respect to the fiscal year preceding the fiscal year for which such plan is prepared, each area agency on aging shall--(I) identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area; (II) describe the methods used to satisfy the service needs of such minority older individuals; and (III) provide information on the extent to which the area agency on aging met the objectives described in clause (a)(4)(A)(i).

- 306(a)(4)(B)(i) Each area agency on aging shall provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on— (I) older individuals residing in rural areas; (II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas); (IV) older individuals with severe disabilities;(V) older individuals with limited English proficiency; (VI) older individuals with Alzheimer's disease and related disorders with neurological and A-3 organic brain dysfunction (and the caretakers of such individuals); and (VII) older individuals at risk for institutional placement; and
- 306(a)(4)(C) Each area agency on agency shall provide assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.
- 306(a)(5) Each area agency on aging shall provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities.
- 306(a)(6)(F) Each area agency will: in coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the area agency on aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations;
- 306(a)(9) Each area agency on aging shall provide assurances that the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.
- 306(a)(11) Each area agency on aging shall provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including-
- 306(a)(11)(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
- 306(a)(11)(B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and
- 306(a)(11)(C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.
- 306(a)(13)(A) Each area agency on aging shall provide assurances that the area agency on aging will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.

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

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

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



Signature of Authorized Official of the Grantee (AAA Director)

March 29, 2011

Date

Signature of Other designee (if Appropriate)

Date

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

Southwest 8 Senior Services

(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

Southwest 8 Senior Services  
Applicant (Area Agency on Aging)

March 29, 2011  
Date

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

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

Southwest 8 Senior Services 300 West Broadway Ste. 240

Council Bluffs, Iowa 51503

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: Ann Wilson

Barbara Morrison  
Name of Designee(s) (Director, Area Agency on Aging) (type or print) Date

Southwest 8 Senior Services  
Name of Recipient (Area Agency on Aging) (type or print) Date

300 West Broadway Ste. 240  
Street Address or P.O. Box

Council Bluffs, Iowa 51503  
City State Zip

**FY'2012 Area Plan Update**

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

Barbara Morrison March 29, 2011  
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.

Seventy-two percent of the individuals served by Southwest 8 are women. Approximately 40% are disabled. The services provided by Southwest 8 allow these individuals to remain in their own homes and independent for as long as possible which has a very positive impact on them.

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.

Present the rationale for the existence of the proposed program or policy.

Provide evidence of consultation of representatives of the minority groups impacted.

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.

**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

Southwest 8 Senior Services

Name of Area Agency on Aging

March 29, 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

Southwest 8 Senior Services

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

March 29, 2011

\_\_\_\_\_  
Date

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

### Mission Statement

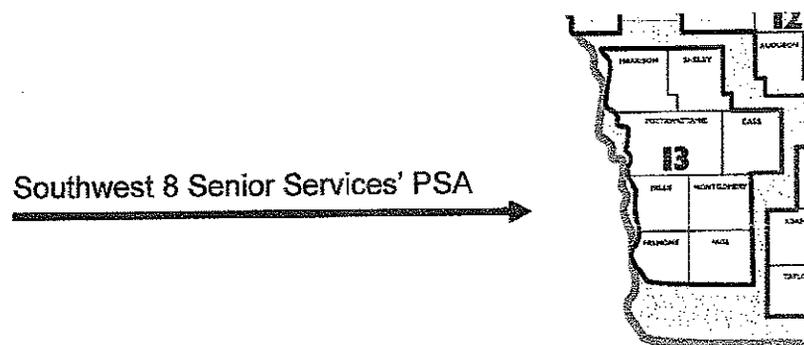
**“Our mission is to enhance the quality of life for elders in our service area through education, planning and coordination of services.”**

**Southwest 8 Senior Services  
300 West Broadway, Suite 240  
Council Bluffs, IA 51503**

Southwest 8 Senior Services is one of the 13 Iowa Area Agencies on Aging, and services the eight counties of Southwest Iowa, including Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie and Shelby Counties, which make up Southwest 8 Senior Services' planning and service area (PSA). Our administrative office is in Council Bluffs, located on the west central edge of our PSA.

Southwest 8 Senior Services advocates with and on behalf of older individuals, plans for future needs of older individuals, provides information and assistance to seniors and their families, coordinates the provision of services, and also provides a few direct services. Of those direct services Southwest 8 provides or may provide access services, support services, in home and community based, and finally advocacy services for those counties within Southwest 8's PSA.

To show where Southwest 8 Senior Services is located in relation to the state of Iowa, please refer to the map below:



### **Additional demographic information for Southwest 8 Senior Services' PSA:**

- (1) The number of Iowans within Southwest 8 Senior Services' PSA is approximately 182,530 people. The number of Iowans age 60 and older within the PSA is approximately 37,475 people, making up approximately 20.5% of the 8 counties' total population.
- (2) By the year 2015, the projected number of Iowans living within our PSA is 185,058 people. If we take 20.5% of 185,058, we can project that there will be an increase of approximately 2,528 people. Therefore, by the year 2015, approximately 37,937 Iowans age 60 and older will inhabit Southwest 8 Senior Services' PSA. *\*This statistic, however, is dependent on the percentage of Iowan elders remaining stagnant, which may not be the case over time.*

### Vision Statement

Southwest 8 Senior Services does not currently have a vision statement.

## Demographic Profile

### Population(s) Served

(1) There are several population characteristics that help to define Southwest 8 Senior Services' PSA. Below is a brief description of the population, including the number served of low-income elders, minority elders, and elders residing in rural areas. Additionally, the number of clients serviced in each county for last year is also provided, along with the number of different types of services provided in each county and the units of service provided in each county.

- a. **Low-income elders:** Southwest 8 Senior Services serves approximately 2,598 lowans 60 years of age or older below the poverty line. Of that number, approximately 2,053 lowans are 65 years of age or older and below the poverty line. The graph below, taken from Appendix B.3, shows these numbers as well as minorities below the poverty level.

**Taken from Appendix B.3 – Iowa Aging Demographics (Minorities below Poverty Level) -Southwest 8 Senior Services Counties' Population**

Total 60+ Population	Total 60+ Below Poverty	% 60+ Population Below Poverty	Total 60+ Population Below Poverty	Black or African American alone	American Indian & Alaska Native alone	Asian alone	Native Hawaiian and Other Pacific Islander alone	Some other race alone or Two or more races	Hispanic or Latino
37,475	2,598	6.90%	83	15	8	8	0	23	29

Total 65+ Population	Total 65+ Below Poverty	% 65+ Population Below Poverty	Total 65+ Population Below Poverty	Black or African American alone	American Indian & Alaska Native alone	Asian alone	Native Hawaiian and Other Pacific Islander alone	Some other race alone or Two or more races	Hispanic or Latino
29,735	2,053	6.90%	60	0	8	8	0	19	25

- b. **Minority Elders:** Southwest 8 Senior Services serves approximately 378 minorities 60 years of age or older. Of that number, approximately 244 minorities are 65 years of age or older. Furthermore, approximately 83 minorities 60 years of age or older are below the poverty line. Of that number, approximately 60 minorities are 65 years of age or older and are below the poverty line. The specific breakdown of ethnicities is outlined in the following graph taken from Appendix B.2.

**Taken from Appendix B.2 – Iowa Aging Demographics (Minorities) – Southwest 8 Senior Services Counties' Population**

Total 60+ Population	Total 60+ Minorities	Black or African American alone	American Indian & Alaska Native alone	Asian alone	Native Hawaiian and Other Pacific Islander alone	Some other race alone	Two or more races
37,475	378	68	22	90	4	64	130

Total 65+ Population	Total 65+ Minorities	Black or African American alone	American Indian & Alaska Native alone	Asian alone	Native Hawaiian and Other Pacific Islander alone	Some other race alone	Two or more races
29,735	244	38	18	45	4	29	110

- c. **Elders residing in rural areas:** Southwest 8 Senior Services serves approximately 17,105 lowans 60 years of age or older and reside in rural areas. Of that number, approximately 13,415 lowans are 65 years of age or older and reside in a rural area. Of that number, approximately 6,515 lowans are 75 years of age or older and reside in a rural area. The specific breakdown of these numbers is outlined in the following graph taken from Appendix B.1.

**Taken from Appendix B.1 – Iowa Aging Demographics (General) –**

Southwest 8 Senior Services Counties' Population

<b>Total Population</b>
182,530

<b>Total 60+ Population</b>	<b>% 60+ Population</b>	<b>Total 60+ Rural Population</b>	<b>% 60+ Rural Population</b>
37,475	20.5%	17,105	45.6%

<b>Total 65+ Population</b>	<b>% 65+ Population</b>	<b>Total 65+ Rural Population</b>	<b>% 65+ Rural Population</b>
29,735	16.3%	13,415	45.1%

<b>Total 75+ Population</b>	<b>% 75+ Population</b>	<b>Total 75+ Rural Population</b>	<b>% 75+ Rural Population</b>
14,795	8.1%	6,515	44.0%

d. **Number of elders serviced in each county:** Below is a chart formatted to list the number of unduplicated clients serviced by county, the number of unregistered clients serviced by county, the number of different services provided by county, and the number of units of service provided by county for July 2009 to the end of June 2010. This chart represents how each county services its elder population, and also shows the differences between the counties themselves.

Clients / Service Units Report by County	# of Unduplicated Clients	# of Unregistered Clients	# of Different Services Provided	# of Units of Service Provided
Cass	150	9	10	4,886
Fremont	125	97	10	15,430
Harrison	314	329	14	31,037
Mills	125	188	11	13,232
Montgomery	148	160	10	12,028
Page	246	64	12	23,056
Pottawattamie	800	2,884	23	70,158
Shelby	264	99	14	22,407

(2) According to the population, there is one substantial difference between the counties in Southwest 8's PSA. There is a substantial increase in the amount of lowans residing in Pottawattamie County then the rest of the surrounding 7 counties. The difference can be seen when the next most populous county, Page County, is compared with the population of Pottawattamie County. The population for Pottawattamie County in 2005 was 89,673, and the population for the next most populous Page County was 16,291, creating an approximate 73,382 jump in population, making this population increase a substantial difference.

Going along with this statistic, are the ramifications of the rest of the counties being considered rural. Although each county does have a hospital, there are sometimes 20 miles or more commute time to get to one. Across the board there are also a limited number of convenience stores, restaurants, retail centers, assisted living and nursing home care facilities and affordable or low-rent housing. Additionally, the lack of an efficient and uniform transportation system has caused of wealth of problems for those living in rural communities. Often, the rural communities have different needs than the Council Bluffs Metro all together, making the rural communities stand in harsh juxtaposition with the more urban Council Bluffs.

(3) 45.10% of lowan Elders reside within rural communities in the 8 counties Southwest 8 serves. With this number the extent of social isolationism and also that of limited resources must be considered, although often the definition of "social isolationism" is left to interpretation. For this report, social isolationism will

be most commonly referred to as "the extreme lack of social contact with the outside world, including social, medical, and conventional forms of contact." Additionally, it has also been decided upon that social isolationism can result from self-induced or non-self-induced circumstances.

With this in mind, there were several locations that consider themselves socially isolated. Rural communities in Cass County not located near Atlantic, parts of Mills County outside of Glenwood, much of the areas making up Montgomery County, communities not located in larger towns in Page County, and part of Shelby County all considered themselves socially isolated.

One of the main complaints and dominant issues surrounding this feeling of social isolation comes from the apparent lack of transportation available to people age 60 and over in our PSA.

- (4) Counties or communities with limited access to transportation, significant supportive services or social service agencies
  - a. Assisted transportation is somewhat sparse or not as well known throughout the counties of Southwest 8's PSA. With the exception of the Southwest Iowa Transportation Agency, there is no *uniform* means of public transportation for Harrison, Shelby, Cass, Mills, Fremont, Page, and Montgomery Counties. However, several areas, including the cities of Missouri Valley, Harlan, Shenandoah, Red Oak, Glenwood, Clarinda, and Atlantic have taxi and transportation services available to their residents.
  - b. Although some rural parts of Shelby and Pottawattamie County mention a limited amount of significant support services, most communities agree that an acceptable amount of services are available in their area or in an area they feel they can reach including, home health care, volunteer services, home-delivered meals, county hospitals and clinics, food pantries, churches, drug support, hospice, and chore services.
  - c. All counties felt that there was an adequate amount of social service agencies available in their area or in an area they feel they can reach, including local offices for the Department of Human Services or the local Area Agency on Aging.
- (5) Housing Conditions varied across all fields and counties. Specifically, Fremont, Harrison and Montgomery counties expressed concern that the housing conditions in their areas were mixed, some cases ranging from very poor to other ranging for completely adequate. Beyond the conditions themselves, all the counties had different options on the availability of affordable housing. Shelby and Cass County expressed concern of the surplus of all types of housing, due to population decreases and the rural nature of their communities. However, Pottawattamie, Mills, Fremont, Page, Montgomery and Harrison Counties all expressed the need of additional affordable housing and low-rent housing in their areas, several discussing the problem of long waiting lists and few options beyond what is already available.
- (6) All of the counties within Southwest 8 Senior Services' PSA have at least one hospital available in each county, with the exception of Mills County. Shelby, Cass, Pottawattamie, Montgomery, and Mills Counties all expressed satisfaction with the amount of care offered within their counties, whether it be through the local hospital or satellite offices located in the less populated towns. However, both Page and Harrison Counties expressed concern that the medical and health care available as well as the availability of mental services were lacking or only fair in their counties. On whole, we believe the problem of transportation comes into play once more. Although the more populous towns have adequate health care and mental health care, the rural areas are lacking in services and/or transportation to those services.
- (7) Of all the counties within the Southwest 8 Senior Services PSA, one facility provides in home mental health counseling for consumers. Waubonsie Mental Health provides counseling for residents in Page County. Additionally, there are five counties within the Southwest 8 Senior Services PSA that have

inpatient mental health counseling for consumers. Those counties are Pottawattamie, Shelby, Harrison, Page and Cass counties. These services include counseling, psychiatry, substance abuse management and crisis intervention. Concerning the opinion of mental health care, the other 3 counties in Southwest 8's PSA would benefit from in home mental health counseling. The same problems occur as with the discussion of available healthcare above, as far as rural communities are concerned and their limited access to these services.

- (8) As of the 2000 census, there are approximately 350 individuals age 60 or older that are grandparents and are the primary caregivers raising their grandchildren. This is a growing area of concern. As of FY 2011 Southwest 8 Senior Services has started to focus our efforts on this group through our Grandparents Raising Grandchildren Program. We currently serve 15 grandparents, and project serving 35 or higher for FY 2012. Additionally, Southwest 8 Senior Services is currently serving approximately 600 caregivers through our Family Caregiver Program.
- (9) Many counties expressed the importance of close-knit communities and how crucial the companionship within these communities is utilized to promote or enhance the quality of life for elders. Some of the additional non-traditional services offered or mentioned included everything from non-medical support at home, the YMCA, community outreaches, churches, local fire and police departments, local schools, RSVP programs, and home health agencies.

Southwest 8 defines a retirement communities as a community of housing options, specifically designed for seniors that may include apartments, apartments and assisted living, or apartments, assisted living and nursing home facilities. Exclusive assisted living facilities or nursing home facilities only do not fall underneath this category. As of March 2011, 8 retirement communities that are not considered subsidized that exist within the Council Bluffs area. They are Bethany Heights, Colonial Plaza Apartments, Green Briar Apartments, Northgate Apartments and Townhomes, Harmony Court, Primesquare Apartments, Primrose Retirement Communities, and Risen Son Christian Village. Of those that are subsidized, there are 7 retirement communities that exist within the Council Bluffs area, as of March 2011. They are Camelot Village, Dudley Court, Kanessville Heights, Maple Park Apartments, Plains View, Regal Towers, and Woodbury Pines Apartments.

Additionally, there are 6 other retirement communities that exist within Southwest 8's PSA that are not subsidized. They are Allen House out of Atlantic and Heritage House out of Atlantic (both Cass County), Clearhaven Foster Manor out of Clarinda (Page County), Elk Horn Development Corporation out of Elk Horn and Elm Crest Retirement Community out of Harlan (both Shelby County), and Elliot Retirement Manor out of Elliot (Montgomery County). As of date, none of these facilities have seen recent decline and still exist within the communities to which they belong.

Of those that are subsidized, there are 20 other retirement communities that exist within Southwest 8's PSA. They are Regency Villa, Royal Oak Apartments, and Valley View Apartments all out of Atlantic (for Cass County), Admiral Manor out of Farragut and Hamburg Apartments out of Hamburg (for Fremont County), Boyer View Park Apartments out of Logan, Kovar Court Apartments out of Missouri Valley and Woodland Apartments out of Woodbine (for Harrison County), Woodglen out of Glenwood (for Mills County), Halland Village out of Stanton and Red Oak Manor out of Red Oak (for Montgomery County), Autumn Park Apartments, Forest Park Manor and Shenwood Apartments out of Shenandoah and Meadow Run Apartments out of Clarinda (for Page County), Oakland Apartments out of Oakland and Peace Haven Retirement out of Walnut (for rural Pottawattamie County), and finally Regency Villa, Sherwood Court, and Westridge Apartments out of Harlan (for Shelby County).

## **Diversity**

There are a number of characteristics that help to define Southwest 8 Senior Services' PSA. The numbers range from majorities to minorities, depending on the characteristics applied. To briefly describe the chart below, four

predominant characteristics of the population were used to determine the amount of participants, age 60 and over, in our PSA that fit each characteristic. The first deals with whether or not a person age 60 and over lives in a rural or urban area. The US Census defines a "urban" area as a geographic concentration of 25,000 people or more, and a "rural" area anything less than that.

Within our PSA, 17,105 people live in a "rural" area, making up approximately 45.60% of the 60+ population in our PSA. Subsequently, 20,370 people live in an "urban" area, which makes up approximately 54.30% of the 60+ population in our PSA.

Additionally, the additional characteristics of disabled and minority persons age 60 and over in our PSA were counted and a percent given. There are approximately 12,590 people who are age 60 and over and are disabled, making up 33.50% of the 60+ population in our PSA, and there were approximately 378 people who are age 60 and over who are considered a minority, making up less than 1% the 60+ population in our PSA.

Although our minorities do, in fact, make up less than 1% of the total population age 60 and older in our PSA, there are still areas of geographic concentration of minorities and culturally diverse people that should be discussed. According to the 2000 US Census, approximately 378 minorities 60 years of age or older reside in our PSA. Of that number, approximately 292 minorities 60 years of age or older reside in urban areas, and approximately 100 minorities 60 years of age or older reside in rural areas.

By county, the most minorities 60 years of age or older to reside in one geographic location was in Pottawattamie, with approximately 261 seniors in that county. Of that county, Council Bluffs was home to the most minorities 60 years of age or older, with approximately 200 seniors residing within this city. 20 minorities 60 years of age or older resided in Carter Lake, making the community second to be home to the most geographically concentrated elders age 60 or older that were a minority.

Other areas of geographically concentrated minorities in higher populated towns included Clarinda (of Page County) which had approximately 14 minorities age 60 or older, Red Oak (of Montgomery County) which had approximately 14 minorities age 60 or older, Harlan (of Shelby County) which had approximately 12 minorities age 60 or older, Shenandoah (of Page County) which had 10 minorities age 60 or older, and Atlantic (of Cass County) which had approximately 8 minorities age 60 or older.

## **Rural Communities**

### **Urban Communities in PSA:**

According to the US Census Bureau, a population within a centralized area in which 25,000 persons or more reside is considered "urban". Under this definition, there is only one "urban" county. By far, the most populous community is Council Bluffs (Pottawattamie County), with an approximate population of 58,249 Iowans making it the only "urban" city. However additionally we wished to mention other locations within Southwest 8's PSA that are still not considered "urban" but have a somewhat concentrated population and often act as epicenters to the more rural areas surrounding. They are as follows: Atlantic (Cass County) – 7,289; Red Oak (Montgomery County) – 6,139; Clarinda (Page County) – 5,761; Shenandoah (Page County) – 5,542; Harlan (Shelby County) – 5,267; Glenwood (Mills County) – 5,239; Carter Lake (Pottawattamie County) – 3,248, and Missouri Valley (Harrison County) – 2,995.

### **Rural Communities in PSA:**

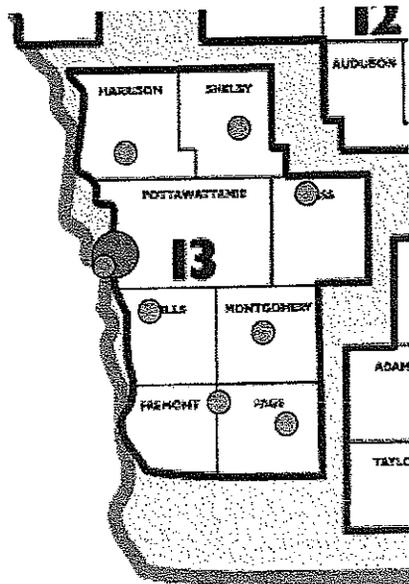
The rural communities within Southwest 8's PSA were continually more dominant within every county. According to the US Census Bureau, a population within a centralized area which is below 25,000 persons is considered "rural". Under this definition, besides the mentioned urban city above, all other towns and land surrounding such towns is classified as "rural" in Southwest 8's PSA.

Refer to the map below to see where the urban and rural areas exist within Southwest 8 Senior Services' eight counties:

**White Space:**  
Rural Areas

**Orange Dots:**  
Rural Areas  
Somewhat Populous  
>2,500 - <10,000

**Red Dots:**  
Urban areas  
>25,000



**Growth of the 85+**

**Population**

- (1) Southwest 8 Senior Services PSA's population of Iowan Elders who are 85 years of age or older was mid-ranged, in comparison to the other Area Agencies on Aging in Iowa. According to Appendix D, Southwest 8 Senior Services' PSA encompassed approximately 4,222 Iowan Elders who were 85 years of age or older. In comparison, Southwest 8 Senior Services' PSA had a greater number of Iowan Elders 85 years of age or older than 6 of the 15 other Area Agencies' on Aging PSAs.
- (2) The 85+ population in Southwest 8 Senior Services' PSA is projected to slightly increase by 2010 to 5,056, then decrease slightly by 2020 to 4,709, and then increase slightly once again by 2030 to 5,071. The projected largest increase seems to be from when the data was collected in 2000 to the numbers projected for 2010, at a jump of 834 Iowan Elders 85 years of age or older.
- (3) The correct projection increases in population for the 85 years of age or older community is extremely important because, on average, Iowan Elders of 85 years of age or older are more apt to take advantage of more services. If the numbers are correct, or are close to being correct, we have seen a population increase in the number Iowan Elders 85 years of age or older for the last nine years, since 2009. If we have been, so far, equipped to handle that demand, the projected population decrease in Iowan Elders 85 years of age or older in the next decade will be manageable.

Refer to the graph below to see the population trends of Iowan Elders 85 years of age or older:  
 Taken from Appendix D. - 85+ Population Projections by AAA: 2000-2030 –  
 Southwest 8 Senior Services Counties' Population

2000	2010	2020	2030
4,222	5,056	4,709	5,071

**Growth of Age 65-69 Population:** Although this has been identified as the age cohort to be the fastest growing, we do not anticipate seeing the same proportional increase in service demand from this age group. We are seeing that more and more individuals in this cohort are continuing to work and remain very active and are not in need of our services yet.

## Targeting Plan

**What is the agency doing in the communities it serves to coordinate and/or integrate planning with other agencies and organizations to promote new or expanded benefits and opportunities for older lowans?** We utilize a variety of methods. We belong to the Chambers of Commerce in a few of our communities. We participate in local health fairs. We participated in the Community Health Assessment process that our Public Health agencies conducted. Through our contracts, purchase of service agreements and case management program, we are in constant contact with most of the agencies and organizations in our area discussing what the needs are and how we can meet them working together. We applied for and were selected to be the local sponsoring agency for two Senior Corp programs: Senior Companion and Foster Grandparent. This is a new benefit and opportunity that we are able to make available to older lowans living in our PSA. We also hold monthly in-service meetings to keep us informed of new opportunities and benefits available.

**A) Does the agency partner with local hospitals, churches, county public health providers, the disability community, etc?** Yes. Southwest 8 is very involved with all of these entities.

**B) Provide examples of what is currently happening and your plan to further this integration in the near future.** SW8 currently has contracts with each of our county public health agencies. We work very closely with them in the provision of services. We also have agreements with many of the hospitals in our service area. Through our evidence-based programs we are reaching out to additional hospitals in the area. We have a close working relationship with our Center for Independent Living. They have been a participant in our Caregiver Resource Fair every year and we share referrals all of the time. The area we want to strengthen is our relationships with the churches. We have a good working relationship with a few churches, but we want to expand the sphere of churches that we are working with and increase our communication with them. Better utilize them as a resource.

**Does the agency currently embrace evidence-based programs?** Yes.

**A) If yes, what plans does the agency have to move evidence-based programs forward after grant funding is exhausted? Does the agency intend to use Title III funds to do so?** SW8 does plan on utilizing some Title III funds to continue our evidence-based programs. In addition, there are other grants we have written and will continue to write to fund this program. We are also trying to partner with medical groups and/or hospitals that might want to fund the program.

**Using the NAPIS Percent of Population Served by AAA by Age Group & County (SFY 2010):**

**A) Discuss how the agency plans to increase the percentage served in the PSA during the current four-year planning cycle and in the future.** One of the problems identified by the agency is the unwillingness of participants to register with the agency. We have begun efforts to increase the number of participants who are registering with the agency and thus will be reflected in our NAPIS figures. In addition, we have begun a campaign to feature articles in local newspapers either once or twice a month. We also believe that the changes we have made and will continue to make to our website will assist us in reaching and serving additional individuals.

## Section 1.5 Needs Assessment

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

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

#### Agency-Specific Performance Measure

(1) Website Updating: The Number of times the information on Southwest 8's website will be updated so that timely information is always available.

#### Local Objective 1

(1) Monthly, provide an accurate update of news, events, activities and resources to SW8's website 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

Performance measure will be achieved.

#### Key Activities:

- Expanded our website to include new programs
- Utilized new technology to enhance website.

#### List Current and Future Challenges/Barriers

Goal will be met.

#### Challenges/Barriers:

Staying updated on all info that can go on website.

#### Plans to Overcome Barriers:

Implementation of weekly meetings to share information and updates on events.

**Table 1.1**

Agency-Specific Activity Being Measured	FY'07 Baseline Data	FY'08 Actual Data	FY'09 Actual Data	FY'2010 Actual Data	FY'2011 YTD Data	FY'2012 Performance Projection
# of Updates	N/A	N/A	N/A	12	9	12

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

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

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

**Agency-Specific Performance Measure**

(1)Public Information: The number of group presentations given by Southwest 8 staff on a variety of topics regarding issues of importance to seniors, their families and caregivers.

**Local Objective 2**

(1) Increase public awareness of SW8 through various means now and through FY 2013.

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

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

Goal will be met.

**Key Activities:**

- With the addition of the Senior Corps, Evidence-Based, and Grandparent programs, we have increased our public information opportunities.
- Participation in Health Fairs.
- Continuation of monthly newsletter & quarterly Caregiver newsletter.
- Continued participation in aging network group.
- County sponsored section in three area newspapers.

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

None  
On track for Goal

**Plans to Overcome Barriers:**

None, we look to increase next year.

**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
# of Public Information Activities	512	254	157	149	292	300

**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.)

### **Local Objective 1**

(1) Case managers will conduct monthly service checks on clients, and quarterly visits with clients to re-assess their needs to stay abreast of changing or additional needs during FY 2012.

### **Needs Being Addressed**

No change

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

No change

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

- (1) SW8 far exceeded our FY'10 goal of 29 months. Actual was 39 months.
- (2) Although the FY'2011 YTD is 37 months, we still believe we will meet our goal of 39 months.

### **Key Activities:**

Key activities that have allowed us to achieve our goal are:

- Maintaining workable caseloads
- Increasing technical assistance available to case managers.

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

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

- (1) Many consumers who have been on the CMPFE program for a long length of time have passed away or are requiring more care than CMPFE is able to provide.
- (2) Having enough case managers so that workable caseloads can be maintained is always a challenge.
- (3) Staying abreast of and complying with changing DHS rules and regulations has been a challenge this past year.

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

- (1) Continue to work with clients to maintain them in home for as long as possible. Exactly how long they stay on the program is not always something we can control. All we can control is assisting them with accessing the best mix of services that will allow them to stay in their own home.
- (2) We work hard to provide a good working environment for employees so they will choose to stay with SW8. We also constantly monitor case loads and modify those if someone either starts having too large or too small of a caseload.
- (3) We try hard to keep in contact with key individuals and agencies, so that we aware of the latest rules and regulations. We also network with our peer agencies and share tidbits on how to minimize the negative affect of new rules and regulations. Then at the same time try to be a good advocate by letting DHS know when a new rule and regulation is causing undue hardship and providing feedback on how it can be modified.

**Table 2.1:**

<b>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>Average Number of Months Independent Living Status is Maintained</b>	<b>14</b>	<b>21</b>	<b>24</b>	<b>39</b>	<b>37</b>	<b>39</b>

**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.)

**Local Objective 2**

Support registered clients receiving assistance from the National Family Caregiver Program by offering a series of caregiver workshops, developing a respite program, holding an information and resource fair and publishing a caregiver newsletter quarterly.

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

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

Performance measure is expected to be met.

**Key Activities:**

- Development of monthly support group for grandparents who are raising their grandchildren
- Increased number of recipients for caregiver newsletter
- Increased utilization of friends and family respite program
- Sponsored 6<sup>th</sup> annual caregiver information and resource fair
- Family Caregiver Specialist involved in two civic organizations, bringing more exposure to program and family caregivers
- Held awareness luncheon during National Family Caregiver Month

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

*No challenges – on track to meet goal.*

**Plans to Overcome Barriers:**

No plan; on track; look to slightly increase in year FY'12

**Table 2.2:**

Activity Being Measured	FY'07 Baseline Data # of Registered Clients Only	FY'08 Actual Data # of Registered Clients Only	FY'09 Actual Data # of Registered Clients Only	FY'2010 Actual Data # of Registered Clients & Client Contacts	FY'2011 YTD Data # of Registered Clients & Client Contacts	FY'2012 Performance Projection
# of Registered Clients OR # of Registered Clients & Client Contacts	58  N/A	34  N/A	60  N/A	  184	109	  1550

**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.)

**Local Objective 1**

Help seniors enjoy a healthy active lifestyle through nutritious meals and nutrition education from now to the end of FY 2013

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

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

We expect the performance measure to be met.

**Key Activities:**

- Implementation of evidence - based programs, BCBH, and MOB in all 8 counties of service area.
- 3 Master trainers and 12 peer trainers for BCBH.
- 5 peer trainers for MOB
- Continue assessing Nutrition Risk twice yearly
- Increased frozen meal program
- Implemented shelf-stable meal program

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

No barriers; meeting goal

**Plans to Overcome Barriers:**

No plan, meeting goal, SW8 intends to maintain

**Table 3.1**

<b>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>% of Clients that maintain or Improve Risk Scores</b>	85%	63%	69%	74%	75%	77%

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

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

**Agency-Specific Performance Measure**

**Information & Assistance Centers:**

(1) Information and Assistance centers are senior centers that decentralize information that traditionally has been available only from the central office. The senior center Manager and other SW8 staff will be available for extended hours to provide information and assistance on a wide variety of topics.

**Local Objective 2**

(1) Transition four (4) senior centers from the traditional "site just for a meal program" to county information, resource and assistance centers between now and the end of FY13.

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

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

Performance measure has been met

**Key Activities:**

- Removed scheduled office hours @ information & resource centers. Managers are able to handle roles that central office staff began.

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

We were able to meet our goal of operating four Information and Resource centers, but we are still not seeing the utilization of the centers that we anticipated.

**Plans to Overcome Barrier:**

We will maintain the # of centers, and we will continue to try to market the centers. We hope that the evidenced-based BCBH and MOB workshop series may increase usage. We also plan to offer educational sessions to the public through the information and resource centers.

**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
# of Information, Assistance And Resource Centers	1	1	1	2	4	4

**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**

**Reported Elder Abuse Cases:**

(1)The Department of Human Services is the official place for the reporting of suspected elder abuse. Due to increased education and outreach the number of suspected cases should increase.

**Local Objective 1**

(1)Protect elder Iowans from abuse and exploitation thru education and intervention now and thru FY2013.

**Needs Being Addressed**

No change

**Local Strategies / Action Steps**

No change

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

- Maintained 1.5 F.T.E. for Elder Abuse even with reduction in funding
- Continued successful relationships with law enforcement, Human Services and service providers in 8 county service area

**Key Activities:**

**List Current and Future Challenges/Barriers**

**Challenges/Barriers:**

- (1) Funding source for FY'12 is unknown at this point.
- (2) Some clients will not accept assistance.

**Plans to Overcome Barriers:**

- (1) We intend to keep working with Elder abuse clients and our cooperating agencies to advocate for Seniors at risk with or without funding.
- (2) We will continue to keep in touch with clients to remind them that assistance is available.

**Table 4.1**

Activity Being Measured	FY'07 Baseline Data	FY'08 Actual Data	FY'09 Actual Data	FY'2010 Actual Data	FY'2011 YTD Data	FY'2012 Performance Projection
# of reported cases of elder abuse to DHS in our service area	132	140	140	AAA Provides Data *	AAA Provides Data *	167

**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.

\* Measurements are based on Dept. of Human Services Website, which has not been updated since FY 2009. They anticipate the website will be updated very soon.

## **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**

- (1) FY 2011 - SW8 Senior Services will increase the number of service hours provided by SMP volunteers.
- (2) FY 2012 – (This is a change in performance measure) SW8 Senior Services will increase the number of volunteers who participate in legislative advocacy activities.

### **Local Objective 2**

Thru existing Older American's Act programming, we seek to ensure that older Iowans are able to obtain the benefits and services that they are entitled to.

### **Needs Being Addressed**

*No change*

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

*No change*

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

Measure will be achieved

### **Key Activities:**

- Trained SMP volunteers are making community presentations
- SMP volunteers participated in Information and Resource Fair at the Mid America Center that saw traffic of 500+

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

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

- Finding opportunities for volunteers to educate public
- Insuring that all volunteer hours get reported

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

- Spring brings many health fair opportunities
- Communicate with all reporting parties to ensure that all hours are being reported accurately

**FY'11 SMP Presentations Given:**

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
<i>SMP Volunteer Hours</i>	<i>N/A</i>	<i>N/A</i>	<i>64</i>	<i>75</i>	<i>45</i>	<i>N/A</i>

**FY'12 Legislative Advocacy Volunteer Hours:**

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
<i>Legislative Advocacy Volunteer Hours</i>	<i>N/A</i>	<i>N/A</i>	<i>64</i>	<i>65</i>	<i>54</i>	<i>100</i>

Section 1.6 Appendices

Appendix A: 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 sub rule 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:

Nutrition Education, Senior Centers/Recreation, Preventive Health Promotion, Telephone Reassurance, Friendly Visiting, Mental Health Outreach.

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 \_\_\_\_\_ Date \_\_\_\_\_

Southwest 8 Senior Services  
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.")

<b>Name &amp; Address of: For-Profit Not For-Profit Provider Pool POS</b> [List(s) of Providers may be attached to the Appendix Section of the Area Plan Update]	<b>Provider ✓ Medicare /Medicaid Payment Denial*</b>  (Yes/No)	<b>List OAA Service(s) to be Provided</b>	<b>Indicate Provider Type by Using:</b>  NP (For Profit) NFP (Not For-Profit) POS (Provider Pool POS)	<b>Cost / Unit of Service</b>
Visiting Nurse Association 12565 West Center Road Suite 100 Omaha, NE 68144	Yes	Homemaker Medication Management Emergency Response Respite	POS NFP  POS	\$20.01 \$60.00  \$37.00 \$18.19
SW Iowa Home Health 301 Main St, PO Box 357 Sidney, IA 51652	Yes	Homemaker Medication Management	NFP	\$30.17 \$118.83
Mills County Public Health 101 Central St, Ste B11 PO Box 209 Glenwood, IA 51534	Yes	Homemaker Assisted Transportation Respite	NFP/POS NFP  POS	\$25.00 - \$20.01 \$57.29(L)-\$21.40(S)  \$18.19
Myrtue Memorial Hospital 1213 Garfield Avenue Harlan, IA 51537	Yes	Homemaker Emergency Response Medication Management	*PA	\$40.00 \$22.00 \$110.00
Page County Public Health 1208 W Nishna Rd, Ste B Shenandoah, IA 51601	Yes	Homemaker	*PA	\$25.68

Montgomery Public Health 1109 Highland Ave Red Oak, IA 51566	Yes	Homemaker Emergency Response	NFP POS	\$27.20 \$35.00
Harrison County Homemaker 111 N 2 <sup>nd</sup> Ave, Ste 103 Logan, IA 51546	Yes	Homemaker Respite	*PA	\$32.98 \$32.98
Response Link PO Box 309442 Omaha, NE 68139	Yes	Medication Management	NP	\$23.69
Harrison County Public Health 116 N 2 <sup>nd</sup> Avenue Logan, IA 51546	Yes	Medication Management	*PA	\$29.32
Iowa Legal Aid 532 1 <sup>st</sup> Avenue, Ste 300 Council Bluffs, IA 51503	Yes	Legal Assistance	NFP	\$65.00
Senior Futures 109 S 6 <sup>th</sup> Street Missouri Valley, IA 51555	Yes	Chore	NFP	\$15.30
SWITA	Yes	Transportation	*PA	\$1.50
Caretech, Inc. 11904 Arbor Street Ste. 201 Omaha, NE	Yes	Emergency Response Homemaker Home Repairs Material Aide Respite Assisted Transportation Transportation	NP POS	\$40/\$38 \$18 \$1,000 (MAX) \$111 (MAX) \$16.75 \$57.29 (L) & \$21.40 (S) \$28.64 (L) & \$10.70 (S)
DW Services Inc. 12422 Wirt Street Omaha, NE 68164	Yes	Homemaker Respite Transportation	NP POS	\$18.06 \$17.00 \$28.64 (L) & \$10.70 (S)

Cass County Foundation, Lifeline 1500 E 10 <sup>th</sup> Atlantic, IA 50022	Yes	Emergency Response Chore Homemaker Transportation	NFP POS	\$35 - \$28 - \$22 \$20.00 \$37.00 \$1.00
Clarinda Regional Health Center 823 S 17 <sup>th</sup> Street, Box 217 Clarinda, IA 51632	Yes	Emergency Response	NFP POS	\$50 & \$38.91
Critical Signal Technologies, Inc. 22600 Haggerty Rd Farmington Hills	Yes	Emergency Response	NP POS	\$22
Home Instead Senior Care 1311 Harlan Drive Bellevue, NE 68005	Yes	Homemaker Medication Management Protective Payee Service Respite Assisted Transportation	NP POS	\$19 \$20 \$20 \$17 \$40 (L) & \$20 (S)
Home Sweet Home Care, Inc. 213 N 16 <sup>th</sup> Street Clarinda, IA 51632	Yes	Homemaker Medication Management	NP POS	\$20 \$100
Immanuel Lifeline 6801 N 67 <sup>th</sup> Plaza, Ste 100 Omaha, NE	Yes	Emergency Response	NP POS	\$20 & \$35
Lifeline Systems Company 111 Lawrence St Framingham, MA 01702	Yes	Emergency Response	NP POS	\$44.85 & \$29.25
Little Red Wagon 1306 C Avenue Essex, IA 51638	Yes	Home Delivered Meals	NP POS	\$5 (Noon) \$6 (Evening)
MediGuard USA 4760 S 135 Street Omaha, NE 68137	Yes	Emergency Response	NP POS	\$50 & \$32.95

Montgomery County Memorial Hosp. 2301 Eastern Avenue PO Box 498 Red Oak, IA 51566	Yes	Emergency Response	NP POS	\$40 & \$35
Right At Home 1718 Hillcrest Dr. Ste C Bellevue, NE 68005	Yes	Emergency Response Homemaker Respite Assisted Transportation Transportation	NP POS	\$40 & \$35 \$18.50 \$17 \$37.29 (L) & \$21.40 (S) \$28.64 (L) & \$10.70 (S)
Shenandoah Memorial Hospital 300 Pershing Shenandoah, IA 51601	Yes	Emergency Response Home Delivered Meals	NFP POS	\$50 & \$40.15 \$4.50
Esor & Regor Inc. Touching Hearts at Home 10730 Pacific St, #25 Omaha, NE 68114	Yes	Chore Homemaker	NP POS	\$15.57 \$20.00
Wel-Home Health of Logan 314 S Elm PO Box 18 Logan, IA 51546	Yes	Homemaker Respite	NP POS	\$20.01 \$18.19
Wel-Home Health 1600 Summit Street Red Oak, IA 51566	Yes	Homemaker Respite	NP POS	\$20.01 \$18.19

\*Public Agency

Barbara Morrison  
Signature of Area Agency Director

3-29-11  
Date

Southwest 8 Senior Services  
Name of Area Agency on Aging

APPENDIX C

**SOUTHWEST 8**  
**SENIOR SERVICES**  
AREA AGENCY ON AGING

*Serving the eight counties in Southwest Iowa, including Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, and Shelby.*

**Roadmap to  
Emergency Preparedness  
CHECK LIST**

**A Collaboration between  
Iowa's Area Agencies on Aging and the  
Iowa Department on Aging  
March 15, 2009**

## PLANNING & TRAINING CHECK LIST

### PLANNING

Update Existing COOP				
	Yes	No	Complete	Comments
Clarify AAA chain of command	X		09/04/09	
Select AAA disaster POC	X		09/04/09	
Update communication protocols	X		09/04/09	
Educate staff (& family) on COOP	X		Ongoing	
Evaluation & shelter-in-place plan	X		3/01/09	
Develop volunteer assistance plan	X		3/01/09	
Other				
Building Facilities & Alternate Facilities				
	Yes	No	Complete	Comments
Identify alternate operations facility	X		09/04/09	
Identify mission critical services	X		09/04/09	
Organize service delivery plans	X		09/04/09	
Secure IT Systems	X		3/01/09	
Secure client files, records, data base	X		09/04/09	
Secure financial systems	X		3/01/09	
Other				
Gaps in Services / Products				
Have VOADS cataloged this information? Is it available to AAA				
	Yes	No	Complete	Comments
Identify unmet needs before disaster strikes (special needs shelters; mental health)	X		09/04/09	
Identify Service Areas & Resources	X		09/04/09	
Identify Current Capacity/ Meet Needs	X		09/04/09	
Design Mechanism to get Resources to emergency managers	X		3/01/09	
Other				
TRAINING				
	Yes	No	Complete	Comments
Train AAA staff	X		Ongoing	
Participate in training exercises	X		Ongoing	
Test COOP	X		3/01/09	
Promote regionally sponsored training among partners	X		Ongoing	
Other				

## NETWORKS & PARTNERSHIPS CHECK LIST

### NETWORKS & PARTNERSHIPS

#### Identify existing local service networks

	Yes	No	Complete	Comments
SEOC	X		09/04/09	
County EMAs, First Responders	X		09/04/09	
Local Law Enforcement	X		09/04/09	
Councils of Government	X		09/04/09	
Local Service Providers	X		09/04/09	
Churches, Food Pantries, Soup Kitchens	X		09/04/09	
Nursing Homes, Asst. Living Facilities	X		09/04/09	
Long Term Recovery Committee	X		09/04/09	

#### Identify existing regional networks

	Yes	No	Complete	Comments
State Government	X		09/04/09	
National Guard / Military	X		09/04/09	
Other				

#### Identify existing national networks

	Yes	No	Complete	Comments
Red Cross	X		09/04/09	
VOADS	X		09/04/09	
Federal Agencies	X		09/04/09	
Other				

### PARTNERSHIPS

	Yes	No	Complete	Comments
Cooperative Agreements with partners Before federal declaration.	X		3/01/09	
Cooperative Agreements with partners after federal declaration. Examples: Provision of meals to responders, translator services.	X		3/01/09	
Capabilities / communications in place	X		3/01/09	
Other				

## COMMUNICATIONS & COORDINATION CHECK LIST

Before Disaster				
	Yes	No	Complete	Comments
<b>Within AAA</b>				
COOP	X		09/04/09	
Expanded disaster roles	X		3/01/09	
Training	X		3/01/09	
Distribution of Information	X		3/01/09	
<b>With IDA</b>				
Contacts & backup information	X		09/04/09	
Disaster plans	X		3/01/09	
Identification of resources	X		09/04/09	
<b>With Consumers</b>				
Special needs assessment	X		09/04/09	
Contact mechanism	X		09/04/09	
Strategy to distribute information	X		09/04/09	
<b>With Partners</b>				
Contact points with backups	X		09/04/09	
Hand-off & interaction plans	X		3/01/09	
Known gaps assessment	X		3/01/09	
Roles & capabilities	X		09/04/09	
Information sharing	X		09/04/09	
<b>With Vendors</b>				
Alternate contacts	X		09/04/09	
Contingency plans	X		09/04/09	
Backup suppliers	X		09/04/09	
Response to Disaster				
	Yes	No	Complete	Comments
<b>Within AAA</b>				
Backup contact information	X		09/04/09	
Roles, responsibilities & backups	X		3/01/09	
<b>With IDA</b>				
Access to advice & resources	X		09/04/09	
Authority issues	X		09/04/09	
Reporting requirements	X		3/01/09	
<b>With Consumers</b>				
Establishing contact	X		09/04/09	
Needs assessment	X		09/04/09	
Connect with resources	X		09/04/09	

<b>With Partners</b>				
Hand-offs		X		
Information sharing	X		09/04/09	
Advocacy	X		09/04/09	
<b>With Vendors</b>				
Assess capabilities	X		09/04/09	
Transmit needs	X		09/04/09	
<b>Recovery from Disaster</b>				
	<b>Yes</b>	<b>No</b>	<b>Complete</b>	<b>Comments</b>
<b>Within Agency</b>				
Roles & responsibilities	X		3/01/09	
Debriefing	X		3/01/09	
Reporting	X		3/01/09	
<b>With IDA</b>				
Advice & resources	X		09/04/09	
Authority	X		09/04/09	
Reporting	X		3/01/09	
<b>With Consumers</b>				
Follow-up contacts	X		09/04/09	
Needs reassessment	X		09/04/09	
Resource connections & hand-offs	X		09/04/09	
<b>With Partners</b>				
Hand-offs	X		09/04/09	
Information sharing	X		09/04/09	
Advocacy	X		09/04/09	
<b>With Vendors</b>				
Status updates	X		09/04/09	

## RESPONSE CHECK LIST

Safe to Initiate Response Activity				
	Yes	No	Complete	Comments
Staff	X		09/04/09	
Volunteers	X		09/04/09	
Key Partners	X		09/04/09	
Operational Location (s)	X		09/04/09	
Activation of Plan Components				
	Yes	No	Complete	Comments
Internal COOP	X		09/04/09	
Communications	X		09/04/09	
Key Partners	X		3/01/09	
Assessment of Need				
	Yes	No	Complete	Comments
Identify Needs being met by other resources	X		09/04/09	
Identify Unmet Needs	X		09/04/09	
Determine Role				
	Yes	No	Complete	Comments
Allocation of Resources	X		09/04/09	
Maintenance of Response				
	Yes	No	Complete	Comments
Communication	X		09/04/09	
Assessment of Need & Available Resources	X		09/04/09	

## RECOVERY CHECK LIST

### Recovery

Update Existing COOP				
	Yes	No	Complete	Comments
Clarify AAA chain of command	X		09/04/09	
Select AAA recovery POC	X		09/04/09	
Update communication protocols	X		09/04/09	
Educate staff (& family) on COOP	X		09/04/09	
Develop volunteer assistance plan	X		09/04/09	
Other				
Building Facilities & Alternate Facilities				
	Yes	No	Complete	Comments
Re-establish alternate operations facility	X		09/04/09	
Re-establish mission critical services	X		09/04/09	
Re-establish service delivery plans	X		09/04/09	
Re-establish IT Systems	X		09/04/09	
Re-establish client files, records, data base	X		09/04/09	
Re-establish financial systems	X		09/04/09	
Other				
Client Unmet Needs (immediate versus long term)				
	Yes	No	Complete	Comments
Chore services	X		09/04/09	
Legal services (insurance settlements, appeals)	X		09/04/09	
Transportation services	X		09/04/09	
Handyman services	X		09/04/09	
Meal programs	X		09/04/09	
Miscellaneous programs/assistance	X		09/04/09	

APPENDIX D

04/01/11  
11:04 AM  
COMMUNITY SERVICES DIVISION  
7/20/09 10:00

The Area Plan Budget report--Electronically Submitted