ICOA POLICY & INSTRUCTION

Policy Subject	Policy #
Area Agency Operations **Area Agency on Aging (AAA) Policies and Procedures**	**PO.AD.05**

Purpose:

The purpose is to ensure that AAAs implement policies and procedures for service delivery in accordance with regulations.

Scope:

This policy sets a process for implementation of area-wide policies and operational procedures for service delivery, to manage contracts with service providers, and to monitor performance of programs and services. AAA policies and procedures are in addition to those established by ICOA and must take into account any applicable federal or state law, rule, or policy.

Definitions:

- ICOA: Idaho Commission on Aging
- AAA: An established office on aging;

Procedures:

Each AAA has responsibility to:

1. Develop and maintain written policies and procedures for programs and services, for contract management, and for other agency functions and responsibilities. The AAA will assure that written policies and procedures are reviewed regularly and are updated as needed.
2. Serve as the regional focal point for aging programs and services.
3. Develop and implement an ICOA-approved Area Plan to receive funding.
4. Administer programs and services through contractual agreements or, when necessary, directly provide the services, as described and approved in the AAA Area Plan.
5. Make records of services rendered and monies expended in the provision of those services available at the request of the ICOA.

Except as otherwise provided herein to the contrary, AAA authority extends to negotiating, securing, and monitoring service provider contracts; allocating resources; establishing service delivery policies; establishing financial management policies and procedures; and rendering administrative decisions in accordance with federal and state statutes, rules, policies and program guidelines.

Exceptions: None

References:

1) IDAPA 15.01.01.002
2) OAA Section 306(a)(3)
3) IDAPA 15.01.20.010.03
4) IDAPA 15.01.20.042
5) IDAPA 15.01.20.022.01