

# 2019 Area Plan Update:



## Area 3 Senior Services Agency – Southwest Idaho Area Agency on Aging

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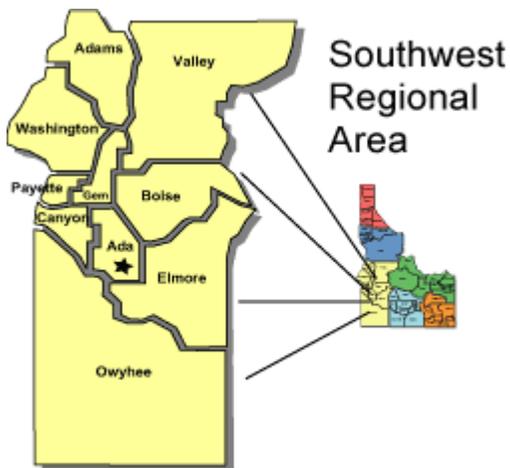
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Counties – *Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, Washington*

### PSA III



**Geographic Information:**

The largest region, both in terms of area (21,879 square miles), number of counties (ten: Ada, Canyon, Elmore, Payette, Washington, Adams, Boise, Owyhee, Gem, and Valley) is also the most urbanized.

The Boise Metropolitan Statistical Area (MSA) is Idaho's "megacity", sprawling over two counties (Ada and Canyon) and actually including the cities of Boise, Meridian, Nampa and Caldwell, along with several formerly small communities that have recently grown into adjoining satellite cities. The area is collectively known as the Treasure Valley. The metropolitan area's quality of life is further enhanced by the presence of several colleges and universities. The Area 3 Senior Services Agency is administered by a Board of Commissioners, and maintains an office in Meridian.

**Demographic Information:**

Based on the 2017 American Community Survey Estimates, the total population in PSA III was 784,838 of which 159,951 (20.4%) individuals were over the age of 60. The at risk populations which factors in Idahoans of 65 + living in poverty, Idahoans of 65+ living alone, Idahoans living in a rural county, racial minorities, Persons 60 + and Hispanic, Idahoans aged 75 and older & also 85 and older is, 135,932.

**Planning and Service Area III  
Three Year Area Plan Update Summary  
Updated October 3, 2019**

<b>All Sections</b>	<ul style="list-style-type: none"> <li>• Updated actual expenses and budget</li> <li>• Updated Baseline Performance Data</li> </ul>
<b>Focus Area A: Older Americans Act Programs</b>	
Administration:	<ul style="list-style-type: none"> <li>• New Administration and actual expenses and budget</li> <li>• New Coordination and actual expenses and budget</li> <li>• New description of what projects will be supported by coordination funds</li> <li>• Outcome/ Successes added from previous state fiscal year.</li> </ul>
1. Transportation Objective	<ul style="list-style-type: none"> <li>• Updated Transportation list</li> </ul>
5. Homemaker Objective:	<ul style="list-style-type: none"> <li>• Updated Homemaker Provider List</li> <li>• Updated demographic baseline</li> </ul>
9. Congregate Meals	<ul style="list-style-type: none"> <li>• Updated Congregate List</li> </ul>
10. Home Delivered Meals Objective:	<ul style="list-style-type: none"> <li>• Updated Home Delivered Meals List</li> <li>• Updated demographic baseline</li> </ul>
11: Disease Prevention and Health Promotions Objective	<ul style="list-style-type: none"> <li>• New Diabetes Self-Management Program actual expenses and budget</li> </ul>
<b>Focus Area B: Older Americans Act Discretionary Programs</b>	
2: Medicare Improvements for Patients and Provers Act (MIPPA) Objective:	<ul style="list-style-type: none"> <li>• New MIPPA actual expenses and budget</li> </ul>
<b>Focus Area D: Elder Justice</b>	
2. State Adult Protection	<ul style="list-style-type: none"> <li>• Updated Adult Protection Presentations</li> </ul>
<b>Updated Attachments</b>	
Attachment B: FY2016 State Plan Intrastate Funding Formula (IFF)	<ul style="list-style-type: none"> <li>• Updated with new FY2020 Intrastate Funding Formula</li> <li>• Added FY2020 Budget</li> </ul>
Attachment D: Area Agency on Aging Organizational Chart	<ul style="list-style-type: none"> <li>• Updated staff names and positions</li> </ul>
Attachment E: Sliding Fee Scale	<ul style="list-style-type: none"> <li>• Updated sliding fee scale with new poverty levels</li> </ul>
Attachment F: Poverty Guidelines	<ul style="list-style-type: none"> <li>• Updated with new 2019 federal poverty levels</li> </ul>
Attachment H: Advisory Council Profile	<ul style="list-style-type: none"> <li>• Updated advisory council names</li> </ul>
Attachment N: AAA Disaster and Emergency Preparedness Plan	<ul style="list-style-type: none"> <li>• Updated staff names on emergency preparedness plan</li> </ul>

# Focus Area A: Older Americans Act (OAA) Core Programs

**ICOA Goal:** Increase OAA core services by:

- Utilizing financial and operational data to increase services to older individuals and standardizing proven best practices for service delivery throughout the Planning and Service Area.
- Coordinating with health and social service partners to broaden access for long-term care services.

## Administration

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	N/A	N/A	N/A
SFY 2017 (July 2016 – June 2017) Actual	N/A	N/A	N/A
SFY 2018 (July 2017 – June 2018) Actual	\$73,382	\$184,558	\$257,940
SFY 2019 (July 2018 – June 2019) Actual	\$138,785	\$228,715	\$367,500
SFY 2020 (July 2019 – June 2020) Budget	\$139,519	\$211,129	\$350,648

## Coordination and Planning

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	N/A	N/A	N/A
SFY 2017 (July 2016 – June 2017) Actual	N/A	N/A	N/A
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$14,917	\$14,917
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$11,190	\$11,190
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$0	\$0

## State Fiscal Year 19 Projects

List of project for previous year:

Coordination and Planning funds will be used to network with the following partners; 1. Participate and continue to serve on the Idaho Adult Protection Governance Committee; 2. Work with agencies and caregivers to implement a caregiver of children program; 3. Pursuit partnerships and grants with Critical Access Hospitals; 4. Participate and serve on the Treasure Valley Care Coalition to collaborate with medical providers; 5. Work with the Idaho Hunger Task Force to promote and participate in the Idaho Hunger Summit Senior Track.

Outcomes/Successes: 1. A3SSA participated on the Governance committee and the Director served as the chair of the collaboration model committee. 2. A3SSA supports the local Kincare support group through technical guidance and some marketing funds. As well, we hired a part time FTE to facilitate support groups in canyon county. 3. A3SSA has initiated with Saint Lukes hospital to explore the feasibility of partnering on health promotion grants. No formal partnerships established with Critical Access hospitals to date. 4. A3SSA Did participate in the Idaho Hunger Task force and served on a panel to provide input on services to caregivers.

**State Fiscal Year 20 Projects**

State Fiscal Year 2020 Coordination and Planning: 1. Facilitate a strategic action plan with the Idaho Area Agency on Aging Association to establish goals to sustain programs and draw in additional funds. 2. Work with Saint Lukes Hospital to negotiate a formal agreement and collaborate to assist patients transitioning out of the hospital and conduct a Health Promotions workshop at Saint Lukes. 3. Implement technical guidance and training for senior centers to reinvent their senior centers. 4. Implement a consumer directed respite program.

**1: Transportation Objective:** To utilize best available data and resources from current transportation systems to maximize available services to older individuals.

**Service Description:** Transportation funds are used for operating expenses only and are designed to transport older persons to and from community facilities and resources for the purpose of applying for and receiving services, reducing isolation, or otherwise promoting independent living. The funds need to be used in conjunction with local transportation service providers, public transportation agencies, and other local government agencies, that result in increased provision. Service is provided to: congregate meal sites, supportive services (health services, programs that promote physical and mental well-being and shopping) community facilities and resources for the purpose of applying for and receiving services, which include comprehensive counseling and legal assistance.

Provider Name	Phone #	County Served	Time of Operations (based on ridership)
Jannus	208-333-1363	Ada	M-F / Weekends. Time Based on demand and availability
Kuna Senior Center	208-922-9714	Ada	M-F 9am-3pm
Mountain Home Senior Center	208-587-4562	Elmore	Mon, Wed & Fri: 9:30-2:30pm
Payette Senior Center	208-642-4223	Payette	Mon, Wed & Fri Congregate: Thurs to Ontario - medical, bank, etc..
Three Island Senior Center	208-366-2051	Elmore	Mon, Tues and Thurs: 10:30-2pm
Valley Regional Transit	208-258-2712/208-258-2708		Transportation Provider for Eagle SC, Horseshoe Bend SC, Meridian SC, Star SC, Parma SC, & Metro Community Services
Eagle Senior Center	208-939-0475	Ada	M, T, Thurs for Congregate. Wed for Dr. appts, errands, etc. Fri for misc trips.

Horseshoe Bend Senior Center	208-793-2344	Boise	2 Thurs each month for medical. T & F from 10:30am – 2:30pm
Meridian Senior Center	208-888-5555	Ada	M-F / weekends. Time based on demand and availability
Star Senior Center	208-286-7943	Ada	M- Shopping, T & Th- Medical, W & F 10am-2pm for Congregate
Parma Senior Center	208-722-5421	Canyon	Mon- Thurs Medical Appts 8:30am-10am Mon-Thurs for Congregate Friday-Special Trips
Metro Community Services	208-459-0063	Canyon	M-F , 8am-4pm
Elder Opportunity Agency	208-365-4461		Transportation Provider for Boise Basin SC, Cambridge SC, Cascade SC, Council SC, Gem County Seniors, Homedale SC, McCall SC, Melba SC, New Meadows SC, New Plymouth SC, & Weiser SC
Boise Basin Senior Center	208-392-4918	Boise	Tues, Thurs 10am-2pm
Cambridge Senior Center	208-257-3358	Washington	Wed & Fri 10am-2pm
Cascade Senior Center	208-382-4256	Valley	Tues & Thurs 10am-2pm
Council Senior Center	208-253-4802	Adams	T, W & F 10am-2pm
Gem County Seniors	208-365-4343	Gem	M – F, 9am-3pm
Homedale Senior Center	208-337-3020	Owyhee	T, W & F 10am-2pm
McCall Senior Center	208-634-5408	Valley	T & Thurs 10am-7pm
Melba Senior Center	208-495-2168	Canyon	T & Thurs 10am-2pm
New Meadows Senior Center	208-347-2363	Adams	Mon, Wed & Fri: 10-2PM
New Plymouth Senior Center	208-278-5320	Payette	Tues, Thurs and Fri: 10 - 2 PM
Rimrock Senior Center	208-968-5430	Owyhee	Tues & Thurs: 10 - 2 PM
Weiser Senior Center	208-414-0750	Washington	Mon- Fri: 10-2pm

**Performance Measure:**

- Effectiveness = Number of boarding.
- Efficiencies = Total cost, cost per boarding.
- Quality = Consumer satisfaction (use ACL’s POMP-Performance Outcome Management Project).

**Baseline:**

<u>State Fiscal Year (SFY)</u>	<u>Annual Boardings</u>	<u>Average Cost per Boarding</u>	<u>Consumer Satisfaction %</u>
SFY 2016 (July 2015 – June 2016) Actual	50,904	\$3.63	Not Available
SFY 2017 (July 2016 – June 2017) Actual	58,231	\$2.77	Not Available
SFY 2018 (July 2017 – June 2018) Actual	64,499	\$3.41	Not Available
SFY 2019 (July 2018 – June 2019) Actual	106,908	\$2.34	Not Available
SFY 2020 (July 2019 – June 2020)			

**Benchmark:**

- Increase number of boarding’s 2% annually
- Maintain \$2.95 average cost per boarding.
- Customer satisfaction 80% or higher.

**A. Transportation Coordination Strategy:** Coordinate with Senior Centers, Valley Regional Transit’s Rideline, Disabled American Veterans & Medicaid Transportation to improve senior utilization of transportation services.

**Performance Measure:** Number of resources listed in GetCare database and number of referrals provided per resource.

**Baseline:** State Fiscal Year July 1, 2016-June 30, 2017 Referral counts.

- Transportation (General): 42
- Access Van: 9
- Where2 Transportation: 9
- Valley Region Transit – Go Ride: 9
- Treasure Valley Regional Transit: 7
- Valley ride- Access Paratransit Service: 6
- Idaho Tender Care Transit: 6
- Snake River Transit: 2
- Ada County Highway District Commuteride: 1

**Benchmark:** Increase the number of referrals to transportation providers by 2.5% annually.

**2: Outreach Objective:** To target outreach efforts that increase OAA core services.

**Service Description:** Outreach funds are used to seek out older persons, identify their service needs, and provide them with information and assistance to link them with appropriate services. Outreach efforts must emphasize the following: (i) older individuals residing in rural areas. (ii)&(iii) older individuals with greatest economic and social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas). (iv) older individuals with severe disabilities; (v) older individuals with limited English-speaking ability; (vi) older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals).

**Service Eligibility:** General public needing long-term care services and supports.

**Service Implemented by:**

- Area Agency on Aging

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$0	\$0
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$618	\$618
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$8,415	\$8,415
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$20,963	\$20,963
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$24,437	\$24,437

**A. Outreach Service Delivery Strategy:** Increase the number on one to one outreach contacts by visiting 2-3 Senior Centers a month and provide AAA information to participants. Specific target populations must include:

1. Seniors residing in rural areas
2. Greatest economic need
3. Greatest social need
4. Seniors with limited English ability
5. Seniors with severe disabilities
6. Seniors with Alzheimer’s disease and related disorders
7. Caretakers of individuals listed above in 1-6.

**Performance Measure:**

- Number of Senior Centers visited annually.
- Number of one to one contacts

<u>Baseline:</u>	
<u>State Fiscal Year (SFY)</u>	<u>One-to-one Contacts</u>
SFY 2016 (July 2015 – June 2016) Actual	155
SFY 2017 (July 2016 – June 2017) Actual	52
SFY 2018 (July 2017 – June 2018) Actual	916
SFY 2019 (July 2018 – June 2019) Actual	1,017
SFY 2020 (July 2019 – June 2020)	

**Benchmark:**

- Outreach increased by 50 contacts per area plan year. 2017=102; 2018=152; 2019=202; 2020=252
- Modify and increase outreach budget to support outreach objectives.

**B. Outreach Coordination Strategy:** Provide education and outreach materials to partners like Advisory Council Members, A3SSA Board of County Commissioners, Senior Centers and Southwest Health Collaborative to distribute A3SSA materials to eligible individuals.

**Performance Measure:**

- Number of AAA presentations provided during meetings.
- Number of referrals one to one contacts conducted as a result of AAA presentations.

**Baseline:**

- State Fiscal Year July 1, 2016-June 30, 2017 Outreach Counts is 52

**Benchmark:**

- One presentation per month per partner.

**3: Information and Assistance (I&A) Objective:** To provide older individuals with statewide access to comprehensive long-term care resource assistance and OAA core service eligibility determination in coordination with Aging and Disability Resource Center (ADRC) partners.

**Service Description:** Information and assistance (I&A) funds are used to: (1) Provide older individuals with current information on long-term care supports, services and opportunities available within their communities, including information relating to assistive technology; (2) Assess older individual’s problems and capacities; (3) Link older individuals to long-term care supports, services and opportunities that are available; (4) To the maximum extent practicable, ensure that older individuals receive needed services, and are aware of available opportunities by establishing follow-up procedures; and (5) Serve the entire community of older individuals, particularly: (i) Older individuals with the greatest social need; (ii) Older individuals with the greatest economic need; and (iii) Older individuals at risk for institutional placement.

**Service Eligibility:** General public needing long-term care services and supports.

**Service Implemented by:**

- Area Agency on Aging

**Funding Source:** (Actual expenditures for completed year and Budget for current year)

**Information and Assistance**

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<b>State Fiscal Year (SFY)</b>	<b>State</b>	<b>Federal</b>	<b>Total</b>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$280,927	\$280,927
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$249,561	\$249,561
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$246,528	\$246,528
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$302,347	\$302,347
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$261,325	\$261,325

**A. I&A Service Delivery Strategy:** Establish a quarterly GetCare report to track the following tasks per FTE:

- Number of incoming calls
- Number of assessments
- Number of referrals provided
- Number of follow ups and reassessments

**Performance Measure:**

- Efficiencies = Cost per contact, average contact per Full Time Equivalent/I&A staff.
- Effectiveness = Total contacts, total costs.

<b>Baseline:</b>				
<u>State Fiscal Year (SFY)</u>	<u>Total Annual Contacts</u>	<u>Average Cost per Contact</u>	<u>Allocated Number of I&amp;A Staff</u>	<u>Average Monthly Contact per I&amp;A Staff</u>
SFY 2016 (July 2015 – June 2016) Actual	23,084	\$12.17	7	275
SFY 2017 (July 2016 – June 2017) Actual	10,379	\$24.04	5	173
SFY 2018 (July 2017 – June 2018) Actual	7,273	\$33.90	6.65	91
SFY 2019 (July 2018 – June 2019) Actual	6,889	\$43.89	6.4	90
SFY 2020 (July 2019 – June 2020)			5.38	

**Benchmark:** (Statewide I&A average cost per contact is \$30.38 per FTE).

- Increase the number of contacts by 1% annually.
- Provide training to I&A staff that fall below average number of calls.

**B. I&A Coordination Strategy:** Establish protocols with organizations to streamline referrals between organizations that provide I&A.

**Performance Measure:**  
Number of memorandum of understandings with referral protocols in place.

**Baseline:**  
No referral protocols in place with organizations that provide Information and Assistance.

**Benchmark:**  
One memorandum of understanding in place per year.

**4: Case Management Objective:** To provide statewide access to Case Management service for older individuals who need an optimum package of long-term care services.

**Service Description:** Case Management funds are used for eligible older individuals and disabled adults, at the direction of the older individual or a family member of the older individual, to assess the needs of the person and to arrange, coordinate, and monitor an optimum package of services to meet those needs. Activities of case management include: comprehensive assessment of the older individual; development and implementation of a service plan with the individual to mobilize formal and informal resources and services; coordination and monitoring of formal and informal service delivery; and periodic reassessment.

**Service Eligibility:** Individuals 60 years of age or older who cannot manage services on their own.

**Service Implemented by:**

- Area Agencies on Aging

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$0	\$0
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$0	\$0
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$0	\$0
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$0	\$0
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$0	\$0

**A. Case Management Service Delivery Strategy:** Assist consumers that need coordination of multiple health/social services and cannot access services on their own.

**Performance Measure:**

- Efficiencies = Cost per consumer, average cost per unit.
- Effectiveness = Total consumers, total costs, total unit hours.

**Baseline:**

State Fiscal Year (SFY)	Total Unduplicated	Average Cost per Client	Total Annual Units (hrs.)	Average cost per Unit (hr.)
SFY 2016 (July 2015 – June 2016) Actual	0	Not Applicable	0	Not Applicable
SFY 2017 (July 2016 – June 2017) Actual	0	Not Applicable	0	Not Applicable
SFY 2018 (July 2017 – June 2018) Actual	0	Not Applicable	0	Not Applicable
SFY 2019 (July 2018 – June 2019) Actual	0	Not Applicable	0	Not Applicable
SFY 2020 (July 2019 – June 2020)				

**Benchmark:**

- Number of case management referrals assisted that meet IDAPA criteria.

**B. Case Management Coordination Strategy:** Streamline referrals with program staff that provide service coordination:

- Idaho Home Choice Transition Managers,
- Health and Welfare Navigators,
- Blue Cross Service Coordinators,
- Senior Community Service Employment Program Employment Training Coordinators and
- Living Independent Network Corporation Living Specialists.
- Veteran’s Nurse Case Managers

**Performance Measure:**

- Number of referrals provided to organizations that provide service coordination.
- Number of cross trainings facilitated with Health and Welfare, Blue Cross of Idaho and LINC

**Baseline:**

- No cross trainings provided in previous fiscal year 2016-2017.
- Number of referrals to organizations:
  - LINC: 9

**Benchmark:**

- Increase number of referrals to organizations providing service coordination by 5% annually.
- Two cross trainings annually with Experience Works, LINC, Health and Welfare and Blue Cross of Idaho

**5: Homemaker Objective:** To provide statewide access to Homemaker services for eligible individuals.

**Service Description:** Homemaker funds are used to assist an eligible person with housekeeping, meal planning and preparation, essential shopping and personal errands, banking and bill paying, medication management, and, with restrictions, bathing and washing hair.

**Service Eligibility:** Seniors 60 years of age or older and meets any of the following requirements:  
a. They have been assessed to have Activities of Daily Living (ADL) deficits, and/or Instruments of Activities of Daily Living (IADL) deficits, which prevent them from maintaining a clean and safe home environment.  
b. Clients aged 60 years or older, who have been assessed to need homemaker service, may be living in the household of a family member (of any age) who is the primary caregiver.

- c. They are Adult Protection referrals and homemaker service is being requested as a component of a Supportive Service Plan (SSP) to remediate or resolve an adult protection complaint.
- d. They are home health service or hospice clients who may be eligible for emergency homemaker service.

**Service Implemented by:** (Service Authorized by A3SSA; 1-844-850-2883)

Homemaker	Service Areas
WICAP	Adams, Horseshoe Bend, Gem, Payette, Valley, Washington
Metro Community Services (Formerly CCOA)	Canyon and Owyhee
Addus Homecare	All Areas
Havenwood	Ada, Canyon, Emmett, Elmore
Comfort Keepers	Ada, Canyon, Mtn Home, Emmett, Homedale, Marsing
Homewatch	Ada County, Caldwell, Nampa, Notus, Parma, Melba, Middleton, Emmett
Rescare	Ada County, Horseshoe Bend, Idaho City, Canyon County, Emmett, Murphy, Marsing, Homedale, Payette County
A Tender Heart	Ada County, Caldwell, Greenleaf, Nampa, Wilder, Emmett, Homedale, Marsing

**Funding Source:** (Actual expenditures for completed years and budget for current year)

State Fiscal Year (SFY)	State	Federal	Total
SFY 2016 (July 2015 – June 2016) Actual	\$94,777	\$156,695	\$251,472
SFY 2017 (July 2016 – June 2017) Actual	\$202,811	\$46,914	\$249,725
SFY 2018 (July 2017 – June 2018) Actual	\$163,055	\$0	\$163,055
SFY 2019 (July 2018 – June 2019) Actual	\$184,713	\$0	\$184,713
SFY 2020 (July 2019 – June 2020) Budget	\$187,229	\$0	\$187,229

**Cost Share:** Both federal and state funds are eligible; however different requirements apply: If only federal funds are used, the AAA must use individual income when determining cost-share and participants cannot be terminated for refusal to pay. If only using state funds, the AAA must use household income when determining cost-share and person can be terminated for refusal to pay. If a combination of federal and state funds is used, the AAA follows federal requirements.

**A. Homemaker Service Delivery Strategy:** Conduct targeted outreach to individuals with the following risk factors; living in rural counties, identified having greatest economic and social need.

**Performance Measure:**

- Efficiencies = Cost per consumer, average units per consumer.
- Effectiveness = Total consumers, total unit hours, total costs, and registered consumers by at risk factor.

**Baseline:**

<u>State Fiscal Year (SFY)</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Annual Units (hrs.)</u>	<u>Average cost per Unit (hr.)</u>	<u>Annual Units (hrs.) per Client</u>	<u>Annual Expense per Client</u>
SFY 2016 (July 2015 – June 2016) Actual	494	15,691	\$16.03	32	\$509.05
SFY 2017 (July 2016 – June 2017) Actual	446	15,536	\$16.07	35	\$559.92
SFY 2018 (July 2017 – June 2018) Actual	356	11,184	\$14.58	31	\$458.02
SFY 2019 (July 2018 – June 2019) Actual	344	12374	\$14.93	36	\$536.96
SFY 2020 (July 2019 – June 2020)					

**Demographic Baseline:**

<u>Homemaker State Fiscal Year (SFY)</u>	<u>Census Data: % of Population Living in Rural Areas</u>	<u>% of Registered Consumers living in Rural Areas</u>	<u>Census Data: % of Population in *Greatest Economic Need</u>	<u>% of Registered Consumers with Greatest Economic Need</u>	<u>Census Data: % of Population in **Greatest Social Need</u>	<u>% of Registered Consumers with Greatest Social Need</u>
SFY 2016 (July 2015 – June 2016)	25,218/127,236=20%	136/494=27%	7,621/127,236=6%	128/494=26%	23,163/127,236=18%	416/494=84%
SFY 2017 (July 2016 – June 2017)	25,218/127,236=20%	114/446=26%	7,621/127,236=6%	106/446=24%	23,163/127,236=18%	341/446=76%
SFY 2018 (July 2017 – June 2018)	27,660/145,707=19%	83/356=23%	8,057/145,707=5.5%	102/356=29%	25,006/145,707=17%	298/356=84%
SFY 2019 (July 2018 – June 2019)	29,599/159,951=18%	79/344=22%	10,340/159,951=6.4%	117/344=34%	26,711/159,951=16%	290/344=84%
SFY 2020 (July 2019 – June 2020)						

\*Greatest Economic Need: 65 or older living in Poverty

\*\*Greatest Social Need: 65 or older living alone

**Benchmark:**

- Maintain \$16.07 average cost per hour.
- Percentage of registered consumers with the following criteria matches the census.
  - Individuals living in rural areas.
  - Individuals with greatest economic need.
  - Individuals with greatest social need.

**B. Homemaker Coordination Strategy:** Work with ICOA and other AAAs to establish standardized service units and cost-sharing parameters.

**Performance Measure:**

- Establish service unit and cost-sharing standards.

**Baseline:**

- AAA III currently has a maximum of 5 hours per month per consumer.
- Current cost-share starts at 100% of poverty.

**Benchmark:**

- Implement statewide service unit and cost-sharing standards.

**6: Chore Objective:** To expand chore services statewide.

**Service Description:** Chore funds are used to improve the client’s or older individual’s safety at home or to enhance the client’s use of existing facilities in the home. These objectives shall be accomplished through one-time or intermittent service to the client. Providing assistance with routine yard work, sidewalk maintenance, heavy cleaning, or minor household maintenance to persons who have functional limitations that prohibit them from performing these tasks.

**Service Eligibility:** Seniors 60 years of age or older.

**Service Implemented by:**

- Area Agencies on Aging

**Funding Source:** (Actual expenditures for completed years and budget for current year)

State Fiscal Year (SFY)	State	Federal	Total
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$16,599	\$16,599
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$3,737	\$3,737
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$0	\$0
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$0	\$0
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$0	\$0

**Cost Share:** Both federal and state funds are eligible; however different requirements apply: If only federal funds are used, the AAA must use individual income when determining cost-share and participants cannot be terminated for refusal to pay. If only using state funds, the AAA must use household income when determining cost-share and person can be terminated for refusal to pay. If a combination of federal and state funds is used, the AAA follows federal requirements.

**A. Chore Service Delivery Strategy:** Implement a new A3SSA Chore program that will serve eligible consumers with the highest risk factors.

**Performance Measure:**

- Efficiencies = Cost per hour.
- Effectiveness = Total consumers, total costs and total unit hours.

**Baseline:**

State Fiscal Year (SFY)	Referral or Contracted Service	Total Unduplicated Clients Served	Total Annual Units (hrs.)	Average cost per Unit (hr.) and materials
SFY 2016 (July 2015 – June 2016) Actual	Contract	37	148	\$112.16
SFY 2017 (July 2016 – June 2017) Actual	Contract	8	34	\$109.92
SFY 2018 (July 2017 – June 2018) Actual	Referral	N/A	N/A	N/A
SFY 2019 (July 2018 – June 2019) Actual	Referral	N/A	N/A	N/A
SFY 2020 (July 2019 – June 2020)				

If AAA only “refers” consumers to other organization and does not fund this service, select “Referral” and place N/A (Not Applicable) in each of the other cells for SFY16 and SFY17.

**Benchmark:**

- Decrease the average cost per unit by 50%
- Increase the number of individuals served by 5%

**B. Chore Coordination Strategy:**

Utilize the following disability groups to seek input on home safety and accessibility:

- Idaho State Independent Living Council,
- Northwest ADA
- LINC

**Performance Measure:**

New Chore program implemented with contracted providers serving consumers.

**Baseline:**

No Chore program currently in place.

**Benchmark:**

Chore program implemented with contracted providers serving consumers.

**7: Minor Home Modification Objective:** Expand minor home modification statewide.

**Service Description:** Minor home modification funds are used to facilitate the ability of older individuals to remain at home where funding is not available under another program. Not more than \$150 per client may be expended under this part for such modification. Types of modification: bathroom grab bars, handrails for outdoor steps, materials to help build wheelchair ramps, etc.

**Service Eligibility:** Seniors 60 years of age or older.

**Service Implemented by:**

Program Name	Contact Information
Accessibility Program	208-331-4881
Boise City/Ada County Housing Authority	208-345-4907
Boise City Housing and Community Development	208-384-4158
Idaho Assistive Technology Project Loan Program	1-800-432-8324
Life @ Home	1-208-322-0153

**Minor Home Modifications**

**Funding Source:** (Actual expenditures for completed years and budget for current year)

State Fiscal Year (SFY)	State	Federal	Total
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$0	\$0
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$0	\$0
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$0	\$0
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$0	\$0
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$0	\$0

**Cost Share:** Both federal and state funds are eligible; however different requirements apply: If only federal funds are used, the AAA must use individual income when determining cost-share and participants cannot be terminated for refusal to pay. If only using state funds, the AAA must use household income when determining cost-share and person can be terminated for refusal to pay. If a combination of federal and state funds is used, the AAA follows federal requirements.

<b>A. <u>Minor Home Modification Service Delivery Strategy:</u></b> Increase access to home modification services through referrals.				
<b>Performance Measure:</b>				
<ul style="list-style-type: none"> <li>• Efficiencies = Cost per hour.</li> <li>• Effectiveness = Total consumers, total costs and total unit hours.</li> </ul>				
<b>Baseline:</b>				
<b>State Fiscal Year (SFY)</b>	<b>Referral or Contracted Service</b>	<b>Total Unduplicated Clients Served</b>	<b>Total Annual Units (hrs.)</b>	<b>Average cost per Unit (hr.) and materials</b>
SFY 2016 (July 2015 – June 2016) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2017 (July 2016 – June 2017) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2018 (July 2017 – June 2018) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2019 (July 2018 – June 2019) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2020 (July 2019 – June 2020)				
<b>Benchmark:</b> Increase the number of referrals by 2% annually.				
<b>B. <u>Minor Home Modification Coordination Strategy:</u></b> Coordinate home modification referrals by utilizing resource list maintained by LINC and ensure service list is in GetCare Listing Manager.				
<b>Performance Measure:</b> Increase referrals annually				
<b>Baseline:</b> State Fiscal Year July 1, 2016-June 30, 2017 Referral counts.				
<ul style="list-style-type: none"> <li>• Boise City/Ada County Housing Authority: 14.</li> <li>• Idaho Assistive Technology Project: 10.</li> </ul>				
<b>Benchmark:</b> Referrals increased annually by 2%.				

<b>8: Legal Assistance Objective:</b> Provide access to legal information resources and legal assistance to priority services.			
<b>Service Description:</b> Legal Assistance funds are used for the following priority of legal issues related to: income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse or neglect, and age discrimination.			
<b>Service Eligibility:</b> Seniors 60 years of age or older.			
<b>Service Implemented by:</b>			
<b>Provider Name</b>	<b>Phone #</b>	<b>County Served</b>	<b>Time of Operations</b>
Boise Idaho Legal Aid	208-345-0106	Ada, Boise, Elmore, and Valley	8:30- 5:00
Caldwell Idaho Legal Aid	208-454-2591	Adams, Canyon, Gem, Owyhee, Payette, and Washington	8:30- 5:00

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$29,610	\$29,610
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$32,655	\$32,655
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$30,698	\$30,698
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$31,950	\$31,950
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$44,025	\$44,025

**A. Legal Assistance Service Delivery Strategy:** Establish best practice to track A3SSA legal assistance data.

**Performance Measure:**

- Efficiencies = Cost per hour.
- Effectiveness = Number of cases, number of hours and total costs.

**Baseline:**

<u>Older Americans Act Service Priority</u>	<u>SFY16 Cases</u>	<u>SFY17 Cases</u>	<u>SFY18 Cases</u>	<u>SFY19 Cases</u>	<u>SFY20 Cases</u>
Income	N/A	28	24	96	
Health Care	N/A				
Long-term care	N/A	68	63	84	
Nutrition	N/A				
Housing	N/A	28	18	58	
Utilities	N/A				
Protective Services	N/A				
Defense of Guardianship	N/A	1	1	6	
Abuse	N/A	5		11	
Neglect	N/A				
Age Discrimination	N/A	3	2	6	
Total	0	133	108	261	0

<u>Older Americans Act Service Priority</u>	<u>SFY16 Hours</u>	<u>SFY17 Hours</u>	<u>SFY18 Hours</u>	<u>SFY19 Hours</u>	<u>SFY20 Hours</u>
Income	N/A	69.1	113.5	134.28	
Health Care	N/A				
Long-term care	N/A	167.2	149.2	138.1	
Nutrition	N/A				
Housing	N/A	126.6	94.7	88.4	
Utilities	N/A				
Protective Services	N/A				
Defense of Guardianship	N/A	1.5	0.4	9.7	
Abuse	N/A	35.8		13.2	
Neglect	N/A				
Age Discrimination	N/A	8.6	7.7	12.8	
Total	0	408.8	365.5	396.48	0

**Benchmark:** Reporting system in place to track Legal Assistance data.

<b>B. Legal Assistance Coordination Strategy:</b> Provide Legal Assistance training to Information and Assistance, Adult Protection and Ombudsman staff to improve appropriate referrals to Idaho Legal Aid.
<b>Performance Measure:</b> <ul style="list-style-type: none"> <li>• Number of trainings provided to I&amp;A, Ombudsman and Adult Protection Staff.</li> <li>• Number of appropriate referrals to Idaho Legal Aid</li> </ul>
<b>Baseline:</b> State Fiscal Year July 1, 2016-June 30, 2017 Referral counts. <ul style="list-style-type: none"> <li>• Legal Assistance (General): 19.</li> <li>• Idaho Legal Aid: 39.</li> </ul>
<b>Benchmark:</b> Number of eligible consumers referred to Idaho Legal Aid that are provided with assistance.

<b>9: Congregate Meals Objective:</b> Increase participation at meal sites to reduce isolation and increase socialization.
<b>Service Description:</b> Congregate Meal program funds are used to prepare and serve meals in a congregate setting (mostly at Senior Centers), which provide older persons with assistance in maintaining a well-balanced diet, including diet counseling and nutrition education. The purpose of the program is to reduce hunger and food insecurity, promote socialization and the health and well-being of older individuals in Idaho. This service assists seniors to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.
<b>Service Eligibility:</b> Seniors 60 years of age or older. Additional eligibility: An adult under 60, whose spouse is 60 or older and receives a meal ( <b>must attend together</b> ), Person with a disability under 60 living in the home with a person 60 or older ( <b>must attend together</b> ), Person under 60 providing volunteer services during the meal hours.

<b>Service Implemented by:</b>			
Name	Congregate Service Hours	Phone #	City
Nampa Senior Center	Mon-Fri 12pm	208-467-7266	Nampa
Dick Eardley Boise Senior Center (Formerly Boise Senior Activities Center)	Mon - Fri - 12pm	208-608-7578	Boise
Eagle Community & Senior Center	Mon, Tue & Thurs - 12pm	208- 939-0475	Eagle
Garden City Senior Center (Boise Site)	Closed	208-336-8122	Garden City
Kuna Senior Center	Mon, Wed, Fri - 12pm	208-922-9714	Kuna
Meridian Senior Center	Mon - Fri - 12pm	208-888-5555	Meridian

<b>Northgate Senior Village</b>	Mon - Fri - 12pm	208-853-8448	Boise
<b>Samaritan Village Apts.</b>	Mon - Fri - 12pm	208-342-3163	Boise
<b>Star Senior Center</b>	Wed & Fri - 12pm	208-286-7943; President: 322-4357	Star
<b>Boise Basin Senior Center</b>	Tue & Thurs- 12pm	208-392-4918	Idaho City
<b>Caldwell Senior Center</b>	Mon- Fri - 12pm	208-459-0132	Caldwell
<b>Cambridge Senior Citizens -</b>	Wed -12pm & Fri - 5:30pm	208-257-3358	Cambridge
<b>Cascade Senior Center</b>	Tue & Thurs - 12pm	208-382-4256	Cascade
<b>Council Senior Center</b>	Tue, Wed, Fri - 12pm	208-253-4802/ 208-253-4282	Council
<b>Homedale Senior Center</b>	Tue & Thurs - 12p Wed - 11:30am	208-337-3020	Homedale
<b>Horseshoe Bend Senior Center</b>	Tues & Fri - 12pm	208-793-2344	Horseshoe Bend
<b>McCall Senior and Community Center</b>	Tue & Thurs- 6 pm	208-634-5408	McCall
<b>Melba Valley Senior Center</b>	Tue breakfast and Thu lunch at 12	208-495-2168	Melba
<b>Mountain Home Senior Citizens Center</b>	Mon, Wed, Fri - 12pm	208-587-4562	Mountain Home
<b>New Meadows Senior Center</b>	Wed & Fri - 5:30pm	208-347-2363	New Meadows
<b>New Plymouth Senior Center</b>	Tuesday, Thursday, Friday - 12pm, Salad Bar opens at 11:30 a.m., if consumers would like to socialize prior to the noon meal	208-278-5320	New Plymouth
<b>Parma Senior Center</b>	Monday - Friday - 12pm	208-722-5421	Parma
<b>Payette Senior Center</b>	Mon, Wed, Fri- 12pm	208-642-4223	Payette
<b>Rimrock Senior Center (Grandview)</b>	Tues & Thur- 12pm	208-834-2922	Grandview
<b>Three Island Senior Center (Glenns Ferry)</b>	Mon, Tue, Thurs - 12pm	208-366-2051	Glenns Ferry
<b>Weiser Senior Center</b>	Mon-Fri at 12pm	208-414-0750	Weiser

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$143,077	\$492,373	\$635,450
SFY 2017 (July 2016 – June 2017) Actual	\$177,355	\$524,649	\$702,004
SFY 2018 (July 2017 – June 2018) Actual	\$295,170	\$330,450	\$625,620
SFY 2019 (July 2018 – June 2019) Actual	\$146,850	\$488,264	\$635,114
SFY 2020 (July 2019 – June 2020) Budget	\$9,000	\$707,916	\$716,916

**A. Congregate Meal Service Delivery Strategy:** Work with Senior Centers and community partners to identify resources that can support the increase of congregate participation.

**Performance Measure:**

- Efficiencies = Average cost per meal, current AAA reimbursement, average consumer contribution, average other contribution.
- Effectiveness = Total consumers, total meals, to visitor meals, and total eligible meals.
- Quality = Consumer satisfaction (ACL’s POMP (Performance Outcome Management Project)).

**Baseline:**

<u>State Fiscal Year (SFY)</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Congregate Meals</u>	<u>*Average cost per Congregate Meal</u>	<u>AAA Contracted Meal Reimbursement Rate</u>
SFY 2016 (July 2015 – June 2016) Actual	3,780	170,969	\$3.72	\$3.50
SFY 2017 (July 2016 – June 2017) Actual	3,601	193,667	\$3.62	\$3.50
SFY 2018 (July 2017 – June 2018) Actual	3,698	176,663	\$3.54	\$3.50
SFY 2019 (July 2018 – June 2019) Actual	4,039	176,311	\$3.60	\$3.50
SFY 2020 (July 2019 – June 2020) Budget				\$4.00

\*Cost includes AAA wages, nutritionist and provider reimbursement.

**Benchmark:** Number of additional resources accessed.

**B. Congregate Meal Coordination Strategy:** Work with Senior Centers and provide technical guidance to sustain and increase participation at Senior Centers.

**Performance Measure:** Number of Senior Center visits and technical guidance provided.

**Baseline:** State Fiscal Year July 1, 2016-June 30, 2017 Site Visits

- 08/02/2016: Council Senior Center
- 08/02/2016: Weiser Senior Center
- 08/03/2016: Parma Senior Center
- 08/31/2016: Payette Senior Center
- 09/01/2016: Boise Basin Senior Center
- 09/08/2016: Rimrock Senior Center

**Benchmark:** Visit 2-3 Seniors a month and provide technical guidance.

**10: Home Delivered Meals Objective:** To utilize best available resources to identify potential consumers or older individuals who could benefit from the program.

**Service Description:** Home Delivered Meal funds are used to provide meals five or more days a week (except in a rural area where such frequency is not feasible) and at least one meal per day, which may consist of hot, cold, frozen, dried, canned, fresh, or supplemental foods and any additional meals that the recipient of a grant or contract under this subpart elects to provide.

**Service Eligibility:** Seniors 60 years of age or older. Additional Requirements: (a) Persons age 60 or over who are frail, homebound by reason of illness or incapacitating disability, or otherwise isolated, shall be given priority in the delivery of services under this part. (b) The spouse of the older person, regardless of age or condition, may receive a home delivered meal if, according to criteria determined by the area agency, receipt of the meal is in the best interest of the homebound older person. Also, a client's eligibility to receive home delivered meals shall be based upon the degree to which Activities of Daily Living (ADLs)/Instrumental Activities of Daily Living (IADLs) limit ability to independently prepare meals.

**Service Implemented by:** (Service Authorized by A3SSA)

Organization Name	HDM Delivery Schedule H = Hot, F = Frozen	City
Metro Community Services	N/A	Caldwell
Dick Eardley Boise Senior Center (Formerly Boise Senior Activities Center)	Mon-Thurs (1 H), Fri (1 H & 2 F) Thurs (1 H & 6 F), Tue (1 H & 6 F)	Boise
Eagle Community & Senior Center	Tue (1 H & 1 F), Thurs (1 H & 4 F)	Eagle
Emmett Area	Tue (1H & 2F) Fri (1H & 3F)	Emmett
Garden City Senior Center	Closed	Garden City
Kuna Senior Center	Mon (1 H & 1 F), Wed (1 H & 1 F), Fri (1 H & 2 F)	Kuna
Meridian Senior Center	City: Mon (1 H & 1 F), Wed (1 H & 1 F), Fri (1 H & 2 F) Rural: Tue (1 H & 6 F)	Meridian
Middleton Area	Mon – Thurs (1H), Fri (1H & 2F), Tue (1H & 6F)	Middleton
Star Senior Center	Wed (1 H & 1 F), Fri (1 H & 4 F)	Star
Caldwell MOW's	City: Mon-Thurs (1 H), Fri (1 H & 2 F), Rural: Tues (7 F) (The referral has to be received the Friday before Tues delivery.)	Caldwell, Middleton & Greenleaf
Cambridge Senior Citizens	Wed (1 H & 6 F)	Cambridge
Homedale Senior Center	Tue (1 H), Wed (1 H), Thurs (1 H & 4 F)	Homedale
Horseshoe Bend Senior Center	Tue (1 H), Fri (1 H)	Horseshoe Bend

<b>Marsing Senior Center</b>	Closed	Marsing
<b>McCall Senior and Community Center</b>	Tue (1 H & 1 F), Thurs (1 H & 4 F)	McCall
<b>Melba Valley Senior Center</b>	Thurs (1 H & 6 F) - call to verify	Melba
<b>Mom's Meals NourishCare</b>	Frozen Meals Delivered for the week	Any
<b>Mountain Home Senior Citizens Center</b>	Mon (1 H & 1 F), Wed (1 H & 1 F), Fri (1 H & 2 F)	Mountain Home
<b>Nampa St. Alphonsus MOW's</b>	Mon – Thurs (1H), Fri (1H & 2F), Rural: Mon (1H & 6F)	Nampa
<b>New Meadows Senior Center</b>	Wed (1H & 2F), Fri 1H & 3F)	New Meadows
<b>New Plymouth Senior Center</b>	Tue (1 H & 1 F), Thurs (1 H), Friday (1 H & 3 F)	New Plymouth
<b>Parma Senior Center</b>	Mon (1 H & 1 F), Wed (1 H & 1 F), Fri (1 H & 2 F)	Parma
<b>Payette Senior Center</b>	Mon - Thurs (1 H), Fri (1 H & 2 F)	Payette
<b>Three Island Senior Center (Glenns Ferry)</b>	Mon (1 H), Tue (1 H & 1 F), Th (1 H & 3 F)	Glenns Ferry
<b>Weiser Senior Center</b>	Mon- Fri (1 H), Fri (2 F)	Weiser

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$551,089	\$540,787	\$1,091,876
SFY 2017 (July 2016 – June 2017) Actual	\$509,781	\$472,820	\$982,601
SFY 2018 (July 2017 – June 2018) Actual	\$370,135	\$349,162	\$719,297
SFY 2019 (July 2018 – June 2019) Actual	\$250,807	\$539,398	\$790,205
SFY 2020 (July 2019 – June 2020) Budget	\$450,386	\$359,178	\$809,564

**A. Home Delivered Meal Service Delivery Strategy:** Identify and implement best practices for managing Home Delivered Meals programs to ensure eligible high risk consumers are served and to minimize waiting lists.

**Performance Measure:**

- Efficiencies = Average cost per meal, current AAA reimbursement, average consumer contribution, average other contribution.
- Effectiveness = Total consumers, total meals, and total eligible meals and registered consumers by at risk factor.
- Quality = Consumer satisfaction (ACL's POMP (Performance Outcome Management Project)).

**Baseline:**

<u>State Fiscal Year (SFY)</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Home Delivered Meals</u>	<u>*Average cost per Home Delivered Meal</u>	<u>AAA Contracted HDM Reimbursement Rate</u>
SFY 2016 (July 2015 – June 2016) Actual	1,583	216,858	\$5.03	\$4.25
SFY 2017 (July 2016 – June 2017) Actual	1,125	200,690	\$4.90	\$4.25
SFY 2018 (July 2017 – June 2018) Actual	979	164,543	\$4.37	\$4.25
SFY 2019 (July 2018 – June 2019) Actual	1,181	180,203	\$4.39	\$4.25
SFY 2020 (July 2019 – June 2020) Budget				\$4.50

\*Coist includes AAA wages, nutritionist and provider reimbursement.

**Demographic Baseline:**

<b>Home Delivered Meals State Fiscal Year (SFY)</b>	<b>Census Data: % of Population Living in Rural Areas</b>	<b>% of Registered Consumers living in Rural Areas</b>	<b>Census Data: % of Population in *Greatest Economic Need</b>	<b>% of Registered Consumers with Greatest Economic Need</b>	<b>Census Data: % of Population in **Greatest Social Need</b>	<b>% of Registered Consumers with Greatest Social Need</b>
SFY 2016 (July 2015 – June 2016)	25,218/127,236=20%	278/1425=20%	7,621/127,236=6%	268/1425=19%	23,163/127,236=18%	873/1425=61%
SFY 2017 (July 2016 – June 2017)	25,218/127,236=20%	260/1125=23%	7,621/127,236=6%	260/1125=23%	23,163/127,236=18%	636/1125=56%
SFY 2018 (July 2017 – June 2018)	27,660/145,707=19%	211/979=21%	8,057/145,707=5.5%	251/979=26%	25,006/145,707=17%	594/979=61%
SFY 2019 (July 2018 – June 2019)	29,599/159,951=18%	274/1181=23%	10,340/159,951=6.4%	353/1181=30%	26,711/159,951=16%	684/1181=58%
SFY 2020 (July 2019 – June 2020)						

\***Greatest Economic Need: 65 or older living in Poverty**

\*\***Greatest Social Need: 65 or older living alone**

**Benchmark:** Number of consumers served that are high risk and there is no waiting list.

**B. Home Delivered Meal Coordination Strategy:** Work with home delivered meals providers and ICOA to establish an eligibility process that will ensure high risk consumers are not placed on a waiting list.

**Performance Measure:** Eligibility process is in place that ensures high risk consumers are not placed on a waiting list.

**Baseline:**

Pre-Screening Criteria: (Must meet at least one of the following)

- Rural
- Lives Alone
- Below Poverty

Eligibility criteria for Home Delivered Meals:

- 60 or older
- Homebound
- Frail (unable to prepare meals)

**Benchmark:**

- New eligibility process in place

**11: Disease Prevention and Health Promotions Objective:** Improve the wellness of seniors by ensuring that Disease Prevention and Health Promotion programs are delivered according to evidence-based guidelines.

**Service Description:** Disease Prevention and Health Promotion funds are for evidence-based programs selected by the Area Agencies on Aging based on input from the consumers in the Planning and Service Area (PSA). Evidence-based programs support healthy lifestyles and promote healthy behaviors and reduce the need for more costly medical interventions. The purpose of the Aging and Disability Evidence-Based Programs and Practices (ADEPP) is to help the

public learn more about available evidence-based programs and practices in the areas of aging and disability and determine which of these may best meet their needs.

**Service Eligibility:** Seniors 60 years of age or older.

**Service Implemented by:**

- Area Agencies on Aging

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$35,735	\$35,735
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$9,860	\$9,860
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$11,166	\$11,166
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$33,097	\$33,097
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$39,729	\$39,729

**A. Disease Prevention and Health Promotion Service Delivery Strategy:** Review the approved ACL list of evidence based health promotion programs and implement one.

**Performance Measure:**

- Efficiencies = Cost per consumer.
- Effectiveness = Total program cost and numbers of consumers.

**Baseline:**

**Diabeties Self-management Program**

<u>State Fiscal Year (SFY)</u>	<u>Evidency Based Program Expense</u>	<u>Total Unduplicate Clients</u>	<u>Average cost per Client</u>
SFY 2016 (July 2015 – June 2016) Actual	\$35,735	Not Available	Not Available
SFY 2017 (July 2016 – June 2017) Actual	\$9,860	Not Available	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$11,166	6	\$1,861
SFY 2019 (July 2018 – June 2019) Actual	\$33,097	29	\$1,141
SFY 2020 (July 2019 – June 2020) Budget	\$39,729		

**Benchmark:** One evidence based health promotion program implemented in PSA III.

**B. Disease Prevention and Health Promotion Coordination Strategy:** Collaborate with A3SSA Board of Commissioners, A3SSA Advisory Council, Senior Centers, Southwest Health Collaborative and LINC and promote new health promotion program.

**Performance Measure:** Number of individuals that participated in A3SSA health promotion program.

**Baseline:** No active evidence based health promotion program in place.

**Benchmark:** Implement program and increase participation by 5% annually.

**12: National Family Caregiver Support Program (NFCSP) Objective:** To strengthen the Idaho’s Family Caregiver Support Program.

**Service Description:** NFCSP funds must be used to support and train caregivers to make decisions, resolve problems, and develop skills to carry out their caregiving responsibilities:

1. Caregiver information (large group presentations, printed materials, media);
2. Caregiver access assistance (assisting caregiver to access resources);
3. Caregiver Counseling including caregiver support groups and training;
4. Respite provides a brief period of relief to a full-time caregiver. The care recipient must have physical or cognitive impairments that require 24 hour care or supervision;
5. Supplemental Services.

**Service Eligibility:** (1) family caregivers who provide care for individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction, the State involved shall give priority to caregivers who provide care for older individuals with such disease or disorder, (2) grandparents or older individuals who are relative caregivers, the State involved shall give priority to caregivers who provide care for children with severe disabilities, (3) caregivers who are older individuals with greatest social need, and older individuals with greatest economic need (with particular attention to low-income older individuals), and (4) older individuals providing care to individuals with severe disabilities, including children with severe disabilities.

**Service Implemented by:**

- Area Agency on Aging
- See Homemaker Providers Table

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	N/A	N/A	\$246,234
SFY 2017 (July 2016 – June 2017) Actual	\$35,313	\$113,530	\$148,843
SFY 2018 (July 2017 – June 2018) Actual	\$35,592	\$100,803	\$136,395
SFY 2019 (July 2018 – June 2019) Actual	\$81,610	\$114,075	\$195,685
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$259,298	\$259,298

**Cost Share:** Both federal and state funds are eligible; however different requirements apply: If only federal funds are used, the AAA must use individual income when determining cost-share and participants cannot be terminated for refusal to pay. If only using state funds, the AAA must use household income when determining cost-share and person can be terminated for refusal to pay. If a combination of federal and state funds is used, the AAA follows federal requirements.

**A. National Family Caregiver Support Program (NFCSP) Service Delivery Strategy:** Expand current Caregiver services and implement new caregiver programs to meet current needs.

**Performance Measure:**

- Efficiencies = Average cost per consumer.
- Effectiveness = Total consumers, total program cost, average # of hours, and number of caregiver presentations.

1. Caregiver Information Services

**Baseline:**

<u>State Fiscal Year (SFY)</u>	<u>Federal</u>	<u>Number of Activities</u>
SFY 2016 (July 2015 – June 2016) Actual	\$5,018	Not Available
SFY 2017 (July 2016 – June 2017) Actual	\$9,126	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$2,556	Not Available
SFY 2019 (July 2018 – June 2019) Actual	\$2,038	Not Available
SFY 2020 (July 2019 – June 2020) Budget	\$4,887	Not Available

## 2. Access Assistance (I&A)

### Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Federal</u>	<u>Number of Contacts</u>	<u>Program Expense per Contact</u>
SFY 2016 (July 2015 – June 2016) Actual	\$53,354	1,650	\$32.34
SFY 2017 (July 2016 – June 2017) Actual	\$53,201	320	\$166.25
SFY 2018 (July 2017 – June 2018) Actual	\$60,303	504	\$119.65
SFY 2019 (July 2018 – June 2019) Actual	\$56,550	1,241	\$45.57
SFY 2020 (July 2019 – June 2020) Budget	\$59,722		

## 3. Caregiver Counseling and Group Programs

### Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Federal</u>	<u>Number of Unduplicated Clients Served</u>	<u>Number of Sessions</u>	<u>Program Expense per Client</u>
SFY 2016 (July 2015 – June 2016) Actual	\$1,235	Not Available	Not Available	Not Available
SFY 2017 (July 2016 – June 2017) Actual	\$0	Not Available	Not Available	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$3,198	Not Available	15	Not Available
SFY 2019 (July 2018 – June 2019) Actual	\$30,121	85	110	\$354.36
SFY 2020 (July 2019 – June 2020) Budget	\$29,680			

## 4. Respite

### Baseline:

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Annual Expense</u>	<u>Number of Unduplicated Clients Served</u>	<u>Number of Hours</u>	<u>Program Expense per Client</u>
SFY 2016 (July 2015 – June 2016) Actual	N/A	N/A	\$95,063	91	5,272	\$1,045
SFY 2017 (July 2016 – June 2017) Actual	N/A	N/A	\$75,503	78	4,041	\$968
SFY 2018 (July 2017 – June 2018) Actual	\$35,592	\$33,543	\$69,135	62	3,831	\$1,115
SFY 2019 (July 2018 – June 2019) Actual	\$81,610	\$25,365	\$106,975	99	6,430	\$1,080
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$165,008	\$165,008			

## 5. Supplemental Service (Limited Basis)

Supplemental Caregiver Legal Assistance

**Baseline:**

<u>State Fiscal Year (SFY)</u>	<u>Federal</u>
SFY 2016 (July 2015 – June 2016) Actual	\$14,289
SFY 2017 (July 2016 – June 2017) Actual	\$11,011
SFY 2018 (July 2017 – June 2018) Actual	\$1,200
SFY 2019 (July 2018 – June 2019) Actual	\$0
SFY 2020 (July 2019 – June 2020) Budget	\$0

Supplemental Caregiver Nutrition service

**Baseline:**

<u>State Fiscal Year (SFY)</u>	<u>Federal</u>
SFY 2016 (July 2015 – June 2016) Actual	\$90,582
SFY 2017 (July 2016 – June 2017) Actual	\$0
SFY 2018 (July 2017 – June 2018) Actual	\$0
SFY 2019 (July 2018 – June 2019) Actual	\$0
SFY 2020 (July 2019 – June 2020) Budget	\$0

**Benchmark:**

- Increase Caregiver Contacts by 5% annually.
- Increase the number of Caregivers served by 5% annually.
- Customer satisfaction at 80% or higher.

**B. NFCSP Coordination Strategy:** Collaborate with community partners, contracted service providers, the Alzheimer Association, A3SSA Advisory Council, Veterans Administration, Southwest Health Collaborative, to promote NFCSP resources.

**Performance Measure:** Number of caregiver presentations conducted with community partners.

**Baseline:** No caregiver presentations conducted during State Fiscal Year July 1, 2016-June 30, 2017

**Benchmark:** 2 presentations conducted annually.

## Focus Area B:

# Older Americans Act (OAA) Discretionary Programs

**ICOA Goal:** To collaborate with aging network partners to implement discretionary programs that enhance Title III Core Services.

**1: Senior Medicare Patrol (SMP) Objective:** To have well educated and knowledgeable consumers who know how to identify, report, and prevent Medicare and Medicaid Fraud.

**Service Description:** SMP funds are used to educate Medicare and Medicaid beneficiaries to detect, report, and prevent health care fraud. Trained SMP staff and volunteers conduct group education sessions, provide one-to-one

counseling with Medicare beneficiaries, and hold regional Scam Jams co-sponsored by the Idaho Scam Jam Alliance which includes the SMP, Idaho Attorney General’s Office, Idaho Department of Insurance, Idaho Department of Finance, Idaho Legal Aid Services, AARP, Better Business Bureau and other valued partners to help consumers learn to protect against fraud.

**Service Eligibility:** Medicare beneficiaries and their Caregivers.

**Service Implemented by:**

Provider Name	Phone #	Time of Operations
Metro Community Services	208-459-0064	M-F: 8:30- 5:00

**Funding Source:** (Actual expenditures for completed years and budget for current year)

State Fiscal Year (SFY)	State	Federal	Total
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$30,149	\$30,149
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$27,354	\$27,354
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$33,095	\$33,095
FY 2019 (July 2018 – June 2019) Actual	\$0	\$31,314	\$31,314
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$29,500	\$29,500

**A. SMP Service Delivery Strategy:** : Coordinate with Metro Community services to strengthen the local SMP Program by increasing volunteer recruitment and retention as well as increasing the number of group presentations and one-one-one counseling sessions.

**Performance Measure:**

- Effectiveness = # of Volunteers, # of group presentation, # of community events, # of one-to-one counseling sessions and total program cost.

**Baseline:**

State Fiscal Year (SFY)	Volunteers	Group Presentations	Community Events	One-to-one Counseling
SFY 2016 (July 2015 – June 2016) Actual	4	21	62	502
SFY 2017 (July 2016 – June 2017) Actual	3	15	30	374
SFY 2018 (July 2017 – June 2018) Actual	4	29	71	614
SFY 2019 (July 2018 – June 2019) Actual	4	\$28	128	739
SFY 2020 (July 2019 – June 2020)				

**Benchmark:**

- Fill and sustain four volunteer positions.
- 30 group presentations annually.
- 25 one-on-one counseling sessions.
- SMP providers fully utilizing the VRPM.

**B. SMP Coordination Strategy:** Coordinate with Metro Community services to improve referrals between AAAIII and Metro Community Services. Additionally, coordinate with ICOA, the Idaho Scam Jam Alliance, and other area

partners to conduct community events which include education about Medicare fraud prevention, identity theft, and exploitation.

**Performance Measure:** Number of referrals to SHIBA and Metro Community services.

**Baseline:** State Fiscal Year July 1, 2016-June 30, 2017 Referral counts.

- Metro Community Services 33
- SHIBA 3
- Medicare 1

**Benchmark:**

- Increase the number of referrals to SHIBA and Metro Community services by 25% annually.

**2: Medicare Improvements for Patients and Providers Act (MIPPA) Objective:** To provide statewide outreach and referral to eligible Medicare Savings Program and Low Income Subsidy beneficiaries throughout the State.

**Service Description:** MIPPA funds are used to provide education and outreach for Medicare Savings Programs (MSP), Low Income Subsidy (LIS), Medicare Part D and Prevention and Wellness benefits. The MIPPA project develops Medicare Improvement outreach partners statewide including, pharmacies, churches and not-for-profit organizations.

**Service Eligibility:** Low income Medicare beneficiaries.

**Service Implemented by:**

- Area Agencies on Aging (AAAs)

**Funding Source:** (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	N/A	N/A	N/A
SFY 2017 (July 2016 – June 2017) Actual	N/A	N/A	N/A
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$6,625	\$6,625
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$11,235	\$11,235
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$11,290	\$11,290

**A. MIPPA Service Delivery Strategy:** Provide outreach to Medicare beneficiaries by engaging organizations to share MSP and LIS information and assist eligible beneficiaries to apply for benefits.

**Performance Measure:**

- Efficiencies = Average cost per participating agency.
- Effectiveness = Total Host Agency and total program cost.

<b>Baseline:</b>	
<b>State Fiscal Year (SFY)</b>	<b>Participating Host Agencies</b>
SFY 2016 (July 2015 – June 2016) Actual	N/A
SFY 2017 (July 2016 – June 2017) Actual	N/A
SFY 2018 (July 2017 – June 2018) Actual	19
SFY 2019 (July 2018 – June 2019) Actual	21
SFY 2020 (July 2019 – June 2020)	

**Benchmark:** Increase the number of individuals served in PSAIII by 5% annually.

**B. MIPPA Coordination Strategy:** Coordinate with Metro Community services to integrate the SMP and MIPPA programs.

**Performance Measure:** Public awareness materials and statewide media campaigns.

**Baseline:** AAIII did not participate during SFY 2016 and 2017.

**Benchmark:** Annually increase the number of LIS and MSP referrals.

## Focus Area C: Older Americans Act (OAA) Participant-Directed/Person-Centered Planning

<b>ICOA Goal:</b> Integrate person-centered planning into existing service delivery system.
<b>1: Participant-Directed/Person-Centered Planning Objective:</b> To define and implement person centered processes with aging and disability network partners.
<b>Service Description:</b> The service directs eligible consumers to organizations that provide long-term care service coordination. Person-Centered Planning is a process that ensures an individual has a choice in determining the long-term care services that are best for them.
<b>Service Eligibility:</b> General public needing long-term care services and supports.
<b>Service Implemented by:</b> <ul style="list-style-type: none"> <li>Area Agency on Aging (AAA)</li> </ul>
<b>A. Participant-Directed/Person-Centered Planning Service Delivery Strategy:</b> Expand Veterans participant directed services and provide Person Centered Planning training to I&A, Ombudsman and AP staff.
<b>Performance Measure:</b> <ul style="list-style-type: none"> <li>Number of Veteran's Served</li> <li>Number of AAA staff completing Person Centered Planning training</li> </ul>
<b>Baseline:</b> One Participant Directed services provided, VD-HCBS.

<p><b>Benchmark:</b></p> <ul style="list-style-type: none"> <li>• Increase Veterans Served 6.</li> <li>• 50% of the staff trained in Person Centered Planning.</li> </ul>
<p><b>B. Participant-Directed/Person-Centered Planning Coordination Strategy:</b> Coordinate referrals with the following Participant-Directed/Person-Centered Planning trained staff:</p> <ul style="list-style-type: none"> <li>• Idaho Home Choice Transition Managers</li> <li>• Targeted Service Coordinators</li> <li>• Health and Welfare Navigators</li> <li>• Independent Living Specialists</li> <li>• Employment Training Coordinators</li> </ul>
<p><b>Performance Measure:</b> Number of referrals to Participant-Directed/Person-Centered Planning programs.</p>
<p><b>Baseline:</b></p> <ul style="list-style-type: none"> <li>• No cross trainings provided in previous fiscal year 2016-2017.</li> <li>• Number of referrals to organizations: <ul style="list-style-type: none"> <li>○ LINC: 9</li> </ul> </li> </ul>
<p><b>Benchmark:</b></p> <ul style="list-style-type: none"> <li>• Incorporate Participant-Directed/Person-Centered Planning programs into GetCare Listing Manager</li> <li>• Increase the number of referrals to programs by 20%</li> </ul>

## Focus Area D: Elder Justice

<p><b>ICOA Goal:</b> Ensure all older individuals have access to OAA and SSA Elder Justice Services.</p>
<p><b>1: Ombudsman Objective:</b> To develop Idaho specific policies and procedures to comply with new Older Americans Act (OAA) Ombudsman rules.</p>
<p><b>Service Description:</b> The Ombudsman funds are used to:</p> <p>(A) identify, investigate, and resolve complaints that—(i) are made by, or on behalf of, residents; and (ii) relate to action, inaction, or decisions, that may adversely affect the health, safety, welfare, or rights of the residents (including the welfare and rights of the residents with respect to the appointment and activities of guardians and representative payees), of— (I) providers, or representatives of providers, of long-term care services; (II) public agencies; or (III) health and social service agencies;</p> <p>(B) provide services to assist the residents in protecting the health, safety, welfare, and rights of the residents;</p> <p>(C) inform the residents about means of obtaining services provided by providers or agencies described in subparagraph (A)(ii) or services described in subparagraph (B);</p> <p>(D) ensure that the residents have regular and timely access to the services provided through the Office and that the residents and complainants receive timely responses from representatives of the Office to complaints;</p> <p>(E) represent the interests of the residents before governmental agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents;</p> <p>(F) provide administrative and technical assistance to entities designated under paragraph (5) to assist the entities in participating in the program;</p>

(G)(i) analyze, comment on, and monitor the development and implementation of Federal, State, and local laws, regulations, and other governmental policies and actions, that pertain to the health, safety, welfare, and rights of the residents, with respect to the adequacy of long-term care facilities and services in the State; (ii) recommend any changes in such laws, regulations, policies, and actions as the Office determines to be appropriate; and (iii) facilitate public comment on the laws, regulations, policies, and actions;

(H)(i) provide for training representatives of the Office; (ii) promote the development of citizen organizations, to participate in the program; and (iii) provide technical support for the development of resident and family councils to protect the well-being and rights of residents; and

(I) carry out such other activities as the Assistant Secretary determines to be appropriate.

**Service Eligibility:** Seniors 60 years of age or older.

**Service Implemented by:**

- Area Agencies on Aging (AAAs)

**PSA III: Ombudsman**

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$9,909	\$117,988	\$127,897
SFY 2017 (July 2016 – June 2017) Actual	\$35,091	\$107,882	\$142,973
SFY 2018 (July 2017 – June 2018) Actual	\$35,497	\$93,320	\$128,817
SFY 2019 (July 2018 – June 2019) Actual	\$116,779	\$88,635	\$205,414
SFY 2020 (July 2019 – June 2020) Budget	\$138,387	\$89,331	\$227,718

**A. Ombudsman Service Delivery Strategy:** Support A3SSA State Ombudsman to receive training on new State Ombudsman Program Manual.

**Performance Measure:**

- Average beds/Ombudsman
- Information and Education Presentation
- Reporting

**Baseline:**

State Fiscal Year (SFY)	Number of Ombudsman	Number of Skilled Nursing Facilities	Number of Assisted Living Facilities	Total Number of Beds	Average Bed Count per Ombudsman	Total Volunteer Ombudsman	Total Information and Education Presentation	Total Facility Visits
SFY 2016 (July 2015 – June 2016) Actual	3	N/A	N/A	6,239	2,080	0	24	N/A
SFY 2017 (July 2016 – June 2017) Actual	3	N/A	N/A	6,321	2,107	0	31	N/A
SFY 2018 (July 2017 – June 2018) Actual	3	31	137	6,665	2,222	0	34	N/A
SFY 2019 (July 2018 – June 2019) Actual	4	\$29	123	7,541	1,885	0	11	3,209
SFY 2020 (July 2019 – June 2020) Budget	4.15			7,403	1,784			

**PSA III: Ombudsman**

Five Most Frequent Complaint Areas and Corresponding Number of Complaints (SFY 2018): **Data comes from GetCare report, Custom Export**

SFY16		SFY17		SFY18		SFY19		SFY20	
Type of Complaint	Total Complaints	Type of Complaint	Total Complaints	Type of Complaint	Total Complaint	Type of Complaint	Total Complaints	Type of Complaint	Total Complaints
Discharge Eviction	43	Medication #44	16	Medication #44	23	C-19 discharge/eviction: planning, notice, procedure	35		
Dignity Respect	42	Dignity/Respect #26	15	Failure to Respond to Requests #41	18	F-44 medications: administration, organization	21		
Medication Administration	27	Discharge/Eviction #19	9	Food Service #71	15	D-26 dignity, respect, staff attitudes	12		
Personal Hygiene	17	Failure to Respond to Requests #41	9	Discharge/Eviction #19	12	J-71 food service: quantity, quality, variation, choice, condiments, utensils	11		
Equipment Building in Disrepair	16	Short Staffed #97	9	Personal Property Lost #38	11	F-41 failure to respond to requests for assistance	10		

**Benchmark:**

- Meet or exceed the required level of Community and facility Presentations
- Increase the number of referrals to the Ombudsman Program by community partners.

**B. Ombudsman Coordination Strategy:** Implement processes and policies between the Ombudsman and Adult Protection program that will be required by the new Ombudsman Program Manual.

**Performance Measure:**

Newly implemented policies

**Baseline:**

- ICOA Program Manual
- New Ombudsman Program Manual
- Adult Protection and Ombudsman Conflict of Interest policies

**Benchmark:**

- Ombudsman program compliance with new manual.

**2: State Adult Protection Objective:** To ensure that adult protection services are consistently implemented statewide to prevent abuse, neglect and exploitation.

**Service Description:** State Adult Protection Services (APS) funds must be used to provide safety and protection for vulnerable adults (age 18 and older). The APS program receives reports and investigates allegations of abuse, neglect, self-neglect, or exploitation and assists in reducing the risk of harm.

- Abuse means the intentional or negligent infliction of physical pain, injury or mental injury.
- Neglect means failure of a caretaker to provide food, clothing, shelter or medical care reasonably necessary to sustain the life and health of a vulnerable adult. Self-neglect is the choice of a vulnerable adult not to provide those services for themselves.
- Exploitation means an action which may include, but is not limited to, the unjust or improper use of a vulnerable adult's financial power of attorney, funds, property, or resources by another person for profit or advantage.

**Service Eligibility:** Vulnerable adults 18 years old and older.

**Service Implemented by:**

- Area Agencies on Aging (AAAs)

**PSA III: Adult Protection Services**

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$247,793	\$0	\$247,793
SFY 2017 (July 2016 – June 2017) Actual	\$252,149	\$0	\$252,149
SFY 2018 (July 2017 – June 2018) Actual	\$289,705	\$0	\$289,705
SFY 2019 (July 2018 – June 2019) Actual	\$309,063	\$0	\$309,063
SFY 2020 (July 2019 – June 2020) Budget	\$315,540	\$0	\$315,540

**A. Adult Protection Service Delivery Strategy:** Ensure AAAs Adult Protection procedures comply with statewide standards.

**Performance Measure:**

- Presentations
- Reporting

**Baseline:**

<u>State Fiscal Year (SFY)</u>	<u>Abuse Allegations</u>	<u>Neglect Allegations</u>	<u>Self-Neglect Allegations</u>	<u>Exploitation Allegations</u>	<u>Reports to Law Enforcement</u>	<u>Total Information and Education Presentations</u>
SFY 2016 (July 2015 – June 2016) Actual	393	310	291	311	184	18
SFY 2017 (July 2016 – June 2017) Actual	367	294	304	292	143	15
SFY 2018 (July 2017 – June 2018) Actual	331	187	185	236	141	29
SFY 2019 (July 2018 – June 2019) Actual	242	191	125	128	107	13
SFY 2020 (July 2019 – June 2020)						

**Benchmark:**

- Procedures are in place

**B. Adult Protection Coordination Strategy:** Utilize ICOA training and education materials to strengthen communication and partnership with law enforcement, Justice Alliance for Vulnerable Adults, DHW, Mobile Crisis, Legal Aid, medical services; facilitate external community in-service trainings and develop creative collaboration strategies with community partners.

**Performance Measure:**

- Number of educational presentations provided by A3SSA Staff.

**Baseline:**

<u>State Fiscal Year (SFY)</u>	<u>Total AP Presentation focusing on Prevention of Maltreatment of Vulnerable Adults</u>
SFY 2016 (July 2015 – June 2016)	18
SFY 2017 (July 2016 – June 2017)	15
SFY 2018 (July 2017 – June 2018)	31
SFY 2019 (July 2018 – June 2019)	13
SFY 2020 (July 2019 – June 2020)	

**Benchmark:**

- Provide a minimum of 2 educational presentations per month.

## ATTACHMENT B

### SFY 2020 Updated AREA PLAN INTRASTATE FUNDING FORMULA (IFF)

#### Intrastate Funding Formula (IFF)

**Goal: To Provide funding in accordance with OAA guidelines that distribute priority funding to the target population identified in OAA 305(a)(2)(C).**

**Objective 1: Intrastate Funding Formula (IFF):** The IFF is the methodology used to calculate how much Title III funding, including the Title IIID Disease Prevention and Health Promotion Services, goes to each Planning and Service Area (PSA). As seen in the Table below, it is based on the “At Risk” factors in each of the PSAs. This factor is then weighted and applied to the total available funding to determine the funding allocations. The formula provides that funding reaches individuals with the greatest economic and social needs for such services and reaches areas throughout the state that are medically underserved.

**Formula Development:** The Intrastate Funding Formula was developed in consultation with area agencies using the best available data, and published for review and comment taking into account —(i) the geographic distribution of older individuals in the State; and (ii) the distribution among planning and service areas of older individuals with greatest economic need and older individuals with greatest social need, with particular attention to low-income minority older individuals; OAA 305(a)(2)(C) and 45 CFR 1321.37.

Each Planning and Service Area (PSA) is allotted an equal amount of “base” funding. This funding is 10% of the total available State and Federal funding divided equally between each of the six PSAs. The remaining funding is then multiplied by the “At Risk” percentages and distributed to each of the PSAs accordingly.

At the February 4, 2016 ICOA Board of Commissioners’ meeting, Commissioners and the AAAs agreed to form a subcommittee to analyze the IFF methodology. Multiple scenarios were developed by the subcommittee and presented to the AAAs. On February 25, 2016 all AAA Directors agreed to keep the existing IFF. After all stakeholder and public comments have been received, the ICOA Commissioners approved Idaho’s Senior Services State Plan and the Intrastate Funding Formula at the June 21, 2016 special Commissioners’ meeting. The funding formula for the current fiscal year **(FY2020: July 1, 2019 to June 30, 2020 and reference explanation is provided below):**

Idaho Intrastate Funding Formula										SFY 2020		Adopted April 30, 2013		Updated: 5/10/2019		
OAA Title III Funds (not including Title VII) and State of Idaho General Funds										Effective July 1, 2019						
										Total OAA Federal Funds	\$ 6,018,393	\$ 601,839	\$ 397,710	\$ 5,416,554	\$ 3,579,390	\$ 9,995,493
										Total State Funds	\$ 3,977,100					
										Total Funds	\$ 9,995,493					
										Less 10% Base Amount of Federal and State Funds	\$ 999,549					
										<b>Balance to be Distributed by Formula:</b>	<b>\$ 8,995,944</b>					
PSA	2018 TOTAL PSA POPULATION	TOTAL PERSONS AGED 60+ IN PSA	Factors used in Weighted Elderly Population (At Risk)							WEIGHTED ELDERLY POPULATION (AT RISK)	WEIGHTED "At Risk" PERCENTAGE	Federal Fund Base	State Fund Base	Federal Funds Distributed by Formula	State Funds Distributed by Formula	TOTAL FUND ALLOCATION
			NUMBER OF 65+ LIVING IN POVERTY	65+ LIVING ALONE	60+ RACIAL MINORITY (Not Hispanic)	60+ HISPANIC (ETHNIC MINORITY)	60+ LIVING IN RURAL COUNTY	AGED 75+	AGED 85+							
I	234,845	64,487	2,935	10,198	1,954	1,131	24,689	17,856	4,570	63,333	17.30%	\$ 100,307	\$ 66,285	\$ 936,950	\$ 619,160	\$ 1,722,702
II	108,520	28,055	1,546	5,042	1,199	341	10,224	8,785	2,611	29,748	8.12%	\$ 100,307	\$ 66,285	\$ 440,093	\$ 290,824	\$ 897,508
III	784,838	159,951	10,340	26,711	5,970	7,924	29,559	43,502	11,926	135,932	37.13%	\$ 100,307	\$ 66,285	\$ 2,010,982	\$ 1,328,906	\$ 3,506,480
IV	196,712	41,646	2,887	7,275	1,261	3,363	24,154	12,546	3,518	55,004	15.02%	\$ 100,307	\$ 66,285	\$ 813,731	\$ 537,733	\$ 1,518,056
V	169,849	34,590	1,708	5,882	1,683	1,650	17,795	9,911	2,775	41,404	11.31%	\$ 100,307	\$ 66,285	\$ 612,532	\$ 404,776	\$ 1,183,900
VI	221,179	40,013	1,686	6,469	1,015	1,485	15,399	11,449	3,207	40,710	11.12%	\$ 100,307	\$ 66,285	\$ 602,265	\$ 397,991	\$ 1,166,848
<b>TOTAL</b>	<b>1,715,943</b>	<b>368,742</b>	<b>21,102</b>	<b>61,577</b>	<b>13,082</b>	<b>15,894</b>	<b>121,820</b>	<b>104,049</b>	<b>28,607</b>	<b>366,131</b>		<b>\$ 601,839</b>	<b>\$ 397,710</b>	<b>\$ 5,416,554</b>	<b>\$ 3,579,390</b>	<b>\$ 9,995,493</b>
Column Ref	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

**The source documentation is from the ID Department of Labor.**

<b>Column 1</b>	Source: U.S. Bureau of the Census,, 2010-2014 American Community Survey 5-Year Estimates, December 2015, Table S0101. Column used as a reference only.
<b>Column 2</b>	Source: U.S. Bureau of the Census,, 2010-2014 American Community Survey 5-Year Estimates, December 2015, Table S0101. Column used as a reference only.
<b>Column 3</b>	Source: U.S. Bureau of the Census, American Community Survey, 2006-2013, 5-year estimates, December 2015, Table B17001. Column 3 is used with columns 4 - 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.
<b>Column 4</b>	Source: U.S. Bureau of the Census, American Community Survey, 2006-2013, 5-year estimates, December 2015, Table B17001. Column 4 is used with columns 3 and 5 - 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.
<b>Column 5</b>	Source: U.S. Bureau of the Census, Population Estimates - County Characteristics: Vintage 2014, June 2015. Column 5 is used with columns 3 - 4 and 6 - 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.
<b>Column 6</b>	Source: U.S. Bureau of the Census, Population Estimates - County Characteristics: Vintage 2014, June 2016. Column 6 is used with columns 3 - 5 and 7 - 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.
<b>Column 7</b>	Source: U.S. Bureau of the Census,, 2010-2014 American Community Survey 5-Year Estimates, December 2015, Table S0101. Column 7 is used with columns 3 - 6 and 8 - 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.
<b>Column 8</b>	Source: U.S. Bureau of the Census,, 2010-2014 American Community Survey 5-Year Estimates, December 2015, Table S0101. Column 8 is used with columns 3 - 7 and 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.
<b>Column 9</b>	Source: U.S. Bureau of the Census,, 2010-2014 American Community Survey 5-Year Estimates, December 2015, Table S0101. Column 9 is used with columns 3 - 8 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.
<b>Column 10</b>	Column 10 sums each row for columns 3 - 9 and identify the total "Weighted Elderly Population (At Risk)" per PSA.
<b>Column 11</b>	Weighted At Risk percentage from the Intrastate Funding Formula: Column 11 turns Column 10's totals into percentages. These percentages are used to calculate federal funds in column 14 and state funds in column 15 for each of the PSAs.
<b>Column 12</b>	Federal "Base" funds are evenly divided amongst the 6 PSAs. Column 12 is used to record the total federal base funding located at the top of Column 12 into six even amounts for each of the PSAs.
<b>Column 13</b>	State "Base" funds are evenly divided amongst the 6 PSAs. Column 13 is used to record the total state base funding located at the top of Column 13 into six even amounts for each of the PSAs.
<b>Column 14</b>	Federal Funds multiplied by the Weighted Percentage: Column 14 shows the distribution of the remaining federal funds after the "base" was distributed. The remaining federal funding is located at the top of Column 14 and is multiplied by each "Weighted At Risk Percentage" in Column 11 to determine the appropriate distribution.
<b>Column 15</b>	State Funds multiplied by the Weighted Percentage: Column 15 shows the distribution of the remaining state funds after the "base" was distributed. The remaining state funding is located at the top of Column 15 and is multiplied by each "Weighted At Risk Percentage" in Column 11 to determine the appropriate distribution.
<b>Column 16</b>	Column 16 shows the total federal and state distribution and is a total of Columns 12, 13, 14 and 15.

**Service Eligibility:** “older individual” or “older persons” refers to an individual 60 years of age or older. OAA 102(a)(40) and Idaho Code Title 67-5006(4).

**Developed by:** ICOA in consultation with State Plan Steering Committee, AAAs, ICOA Commissioners and feedback from the Public. OAA 305(a)(2)(C).

**Funding Source:** OAA and SSA funds.

**Idaho Commission on Aging  
Title III, Title VII and State Funding Allocation Summary  
State Fiscal Year 2020**

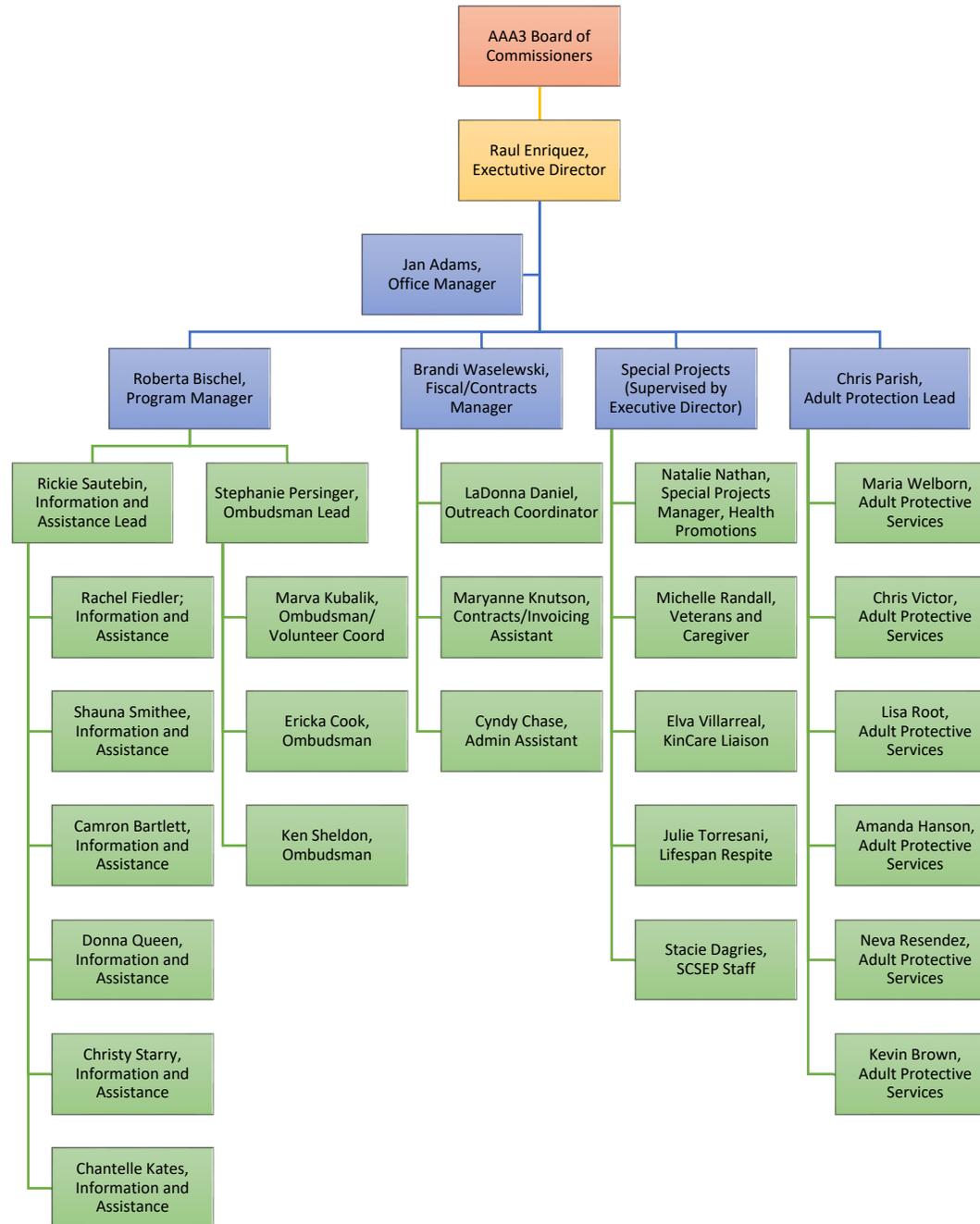
**Area 3**

Budget Period: 7/1/19 to 6/30/20

**AAA Funding Distribution**

<b>Total Title III State and Federal Funding</b>	<b>SFY20 Allocation</b>	<b>Budget Mod 1 SFY 19 Carryover</b>	<b>Budget Mod 2 (Adjustment)</b>	<b>Total SFY 20 Allocation</b>
	2,111,289	-	-	2,111,289
Title III: Area Plan Administration	211,129	-	-	211,129
Title IIIB: Supportive Services	534,038	89,539	5,590	629,167
Title IIIC1: Congregate Meals	707,916	77,707	(141,422)	644,201
Title IIIC2: Home-Delivered Meals	359,178	118,774	135,832	613,785
Title IIID: Disease Prevention & Health Promotions	39,729	42,328	-	82,057
IIIE: National Family Caregiver Support Program	259,298	223,199	-	482,497
<b>Total Funding</b>	<b>2,111,289</b>	<b>551,547</b>	<b>0</b>	<b>2,662,836</b>
Total Federal Title VII Funding	36,789	9,037	-	45,826
Total Federal Funding	2,148,078	560,584	0	2,708,662
Total State Funding	1,395,191	-	-	1,395,191
<b>Total Title III, Title VII and State Funding</b>	<b>3,543,269</b>	<b>560,584</b>	<b>0</b>	<b>4,103,853</b>

Attachment D: Organization Chart



## SLIDING FEE SCALE

State Law, Title 67, Chapter 50, Idaho Code, requires that fees to consumers for services provided under the Senior Services Act will be calculated by use of a sliding fee schedule, based upon household income. For Federal Funds utilize the individuals Income only. The Reauthorized OAA permits cost sharing for all services funded by this Act, with certain restrictions [OAA, Title III, Section 315 (a)]. The fee will be redetermined annually. Income, for this purpose, means gross income from the previous year, including, but not limited to, Social Security, SSI, Old Age Assistance, interest, dividends, wages, salaries, pensions, and property income, less non-covered medical and prescription drug costs. This form should be used after completion of the Standard Income Declaration Form.

**Circle the client's income range, then circle the Percentage of the hourly fee the client will be required to pay.**

Client's Name: \_\_\_\_\_ Date: \_\_\_\_\_

MONTHLY INCOME	ANNUAL INCOME	FEE	HMK FEE	RESPITE FEE	ADULT DAY CARE FEE
<b>Individual Income</b>					
	\$1,041.00	_____%	_____%	_____%	_____%
	\$12,490.00	0%			
\$1,041.00 - \$1,249.00	\$12,490.00 - \$14,988.00	20%			
\$1,250.00 - \$1,457.00	\$14,989.00 - \$17,486.00	40%			
\$1,458.00 - \$1,665.00	\$17,487.00 - \$19,984.00	60%			
\$1,666.00 - \$1,874.00	\$19,985.00 - \$22,482.00	80%			
\$1,875.00 - & Over	\$22,483.00 - & Over	100%	_____	_____	_____
<b>TWO Persons in Household</b>					
	\$1,409.00	_____%	_____%	_____%	_____%
	\$16,910.00	0%			
\$1,409.00 - \$1,691.00	\$16,910.00 - \$20,292.00	20%			
\$1,692.00 - \$1,973.00	\$20,293.00 - \$23,674.00	40%			
\$1,974.00 - \$2,255.00	\$23,675.00 - \$27,056.00	60%			
\$2,256.00 - \$2,537.00	\$27,057.00 - \$30,438.00	80%			
\$2,538.00 - & Over	\$30,439.00 - & Over	100%	_____	_____	_____
<b>THREE Persons in Household</b>					
	\$1,778.00	_____%	_____%	_____%	_____%
	\$21,330.00	0%			
\$1,778.00 - \$2,133.00	\$21,330.00 - \$25,596.00	20%			
\$2,134.00 - \$2,489.00	\$25,597.00 - \$29,862.00	40%			
\$2,490.00 - \$2,844.00	\$29,863.00 - \$34,128.00	60%			
\$2,845.00 - \$3,200.00	\$34,129.00 - \$38,394.00	80%			
\$3,201.00 - & Over	\$38,395.00 - & Over	100%	_____	_____	_____
<b>FOUR Persons in Household</b>					
	\$2,146.00	_____%	_____%	_____%	_____%
	\$25,750.00	0%			
\$2,146.00 - \$2,575.00	\$25,750.00 - \$30,900.00	20%			
\$2,576.00 - \$3,004.00	\$30,901.00 - \$36,050.00	40%			
\$3,005.00 - \$3,433.00	\$36,051.00 - \$41,200.00	60%			
\$3,434.00 - \$3,863.00	\$41,201.00 - \$46,350.00	80%			
\$3,864.00 - & Over	\$46,351.00 - & Over	100%	_____	_____	_____

The full cost for one hour of Homemaker Service is: \$ \_\_\_\_\_

The full cost for one hour of Respite Service is: \$ \_\_\_\_\_

The full cost for one hour of Adult Day Care is: \$ \_\_\_\_\_

Percentage Above Poverty Line: 100%

Each Additional Person: \$ 12,140.00

The 2019 poverty guidelines will be in effect as of January 21, 2019.

<https://aspe.hhs.gov/poverty-guidelines>

Area Plan: Attachment E

State Plan: Attachment F, page 30 of 143

GU.AD.01: Sliding Fee Scale 1/24/2019: Previous Editions are Obsolete

## Idaho Commission on Aging

### Department of Health and Human Services 2019 Poverty Guidelines:

<b>Persons In Family or Households</b>	<b>100% Poverty</b>	<b>125 % Poverty</b>	<b>150 % Poverty</b>
1	12,490	15,613	18,735
2	16,910	21,138	25,365
3	21,330	26,663	31,995
4	25,750	32,188	38,625
5	30,170	37,713	45,255
6	34,590	43,238	51,885
7	39,010	48,763	58,515
8	43,430	54,288	65,145
<b>Families with more than 8 persons:</b>	Add 4,420	Add 5,525	Add 6,630

The 2019 poverty guidelines will be in effect as of January 21, 2019

HHS Website for obtaining program fiscal year poverty guidelines is located at

<https://aspe.hhs.gov/poverty-guidelines>

Note: the poverty guideline figures listed on HHS website normally are calculated at 100%. Provided is the HHS chart that has been calculated to meet the 100%, 125% and 150%.

When computing the percentage of poverty guidelines that are required for your program client eligibility, remember HHS charts are always at 100% of poverty. Agencies need to multiply the % of the threshold by your set program eligibility of poverty guidelines.

Area Plan: Attachment F

State Plan: Attachment G, page 32 of 143

## Attachment H

### PSA Advisory Council Profile

In Accordance with Section 306 (a)(6)(D) of the Older Americans Act and IDAPA 15.01.20.051.01, the Area Agency on Aging (AAA) 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 older individuals, service providers, 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. More than fifty (50) percent of the advisory council shall consist of people 60 years old or older. (CFR 45 Section 1321.57)

Advisory Council Member's Name: <u>Debra Mueller</u>										
County of Residence: <u>Ada County</u>										
Beginning Term Date: <u>08/01/2017</u>										
Ending Term Date: <u>07/31/2019</u>										
<b>Select <u>all</u> Categories that the Council Member Represents</b>										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
									X	

Advisory Council Member's Name: <u>Dolly Baughman</u>										
County of Residence: <u>Ada County</u>										
Beginning Term Date: <u>08/01/2017</u>										
Ending Term Date: <u>07/31/2019</u>										
<b>Select <u>all</u> Categories that the Council Member Represents</b>										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
X	X									X

Advisory Council Member's Name: <u>Grant Jones</u>										
County of Residence: <u>Ada County</u>										
Beginning Term Date: <u>08/01/2017</u>										
Ending Term Date: <u>07/31/2019</u>										
<b>Select <u>all</u> Categories that the Council Member Represents</b>										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
X						X				

Advisory Council Member's Name: <u>John O'Keefe</u>										
County of Residence: <u>Ada County</u>										

Beginning Term Date: 08/01/2017

Ending Term Date: 07/31/2019

**Select all Categories that the Council Member Represents**

Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
						X	X			

Advisory Council Member's Name: Karin Hoffer

County of Residence: Ada County

Beginning Term Date: 08/01/2017

Ending Term Date: 07/31/2019

**Select all Categories that the Council Member Represents**

Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
X	X		X							X

Advisory Council Member's Name: Kelly Aberasturi

County of Residence: Owyhee

Beginning Term Date: 08/01/2017

Ending Term Date: 07/31/2019

**Select all Categories that the Council Member Represents**

Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
X			X					X		

Advisory Council Member's Name: Lana McCollough

County of Residence: Ada County

Beginning Term Date: 08/01/2019

Ending Term Date: 07/31/2021

**Select all Categories that the Council Member Represents**

Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
X		X								

Advisory Council Member's Name: Liz Mummey

County of Residence: Ada County

Beginning Term Date: 08/01/2019

Ending Term Date: 07/31/2021

**Select all Categories that the Council Member Represents**

Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
		X			x					

Advisory Council Member's Name: Patti Williams

County of Residence: Ada County

Beginning Term Date: \_\_\_\_\_

Ending Term Date: \_\_\_\_\_

**Select all Categories that the Council Member Represents**

Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
				X						

Advisory Council Member's Name: Kristen Tracy

County of Residence: Ada County

Beginning Term Date: \_\_\_\_\_

Ending Term Date: \_\_\_\_\_

**Select all Categories that the Council Member Represents**

Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
							X			

Advisory Council Member's Name: John Johnson

County of Residence: Ada County

Beginning Term Date: 10/10/2019

Ending Term Date: 10/11/2021

**Select all Categories that the Council Member Represents**

Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
X				X	X		X			

## ATTACHMENT N

### AREA AGENCY ON AGING III

#### EMERGENCY PREPAREDNESS PLAN

##### TO MEET THE NEEDS OF SENIORS IN THE EVENT OF NATURAL OR MAN-MADE DISASTER OR OTHER WIDESPREAD EMERGENCY

The Idaho Commission on Aging (ICOA) is actively involved in the emergency management planning and operations of the State of Idaho as a supporting agency. The Administrator of ICOA has appointed a staff member as the Emergency Preparedness/Disaster Coordinator, and two other as the alternates. These individuals work with the Idaho Bureau of Homeland Security (BHS), state agencies and the regional Area Agencies on Aging (AAAs) to plan for and respond to the needs of seniors in an emergency event. The State of Idaho's Executive Order No. 2010-09 and the Idaho Emergency Operations Plan assign specific emergency support activities to the ICOA and the AAAs in assisting and in supporting local and state government prior to and during emergencies and disasters.

As the primary agency, BHS notifies the appropriate persons/agencies and activates the Idaho Emergency Operations Plan (IDEOP). The ICOA supports with following functions:

- Assessing the needs of the elderly and homebound elderly including older individuals with access and functional needs.
- Coordinating senior services through the AAAs during natural or man-made disasters.
- Providing information/assistance to their clientele and the public.
- Coordinating senior citizen centers for shelter, mass feeding, and rest centers.
- Identifying homebound/isolated elderly clients.

The Administration for Community Living (ACL) and the Aging Network composed of State and AAAs, Native American Tribal Organizations, service providers and educational institutions have the legislative mandate to advocate on behalf of older persons and to work in cooperation with other federal and state programs to provide needed services. The authority and responsibility of ACL and the Aging Network to provide disaster services is found within the charge from the Older Americans Act to serve older persons in greatest need and from Title III, Sec. 310, and Disaster Relief Reimbursements, which provides for limited resources to fund disaster response services.

Older adults and people with disabilities are frequently overlooked during the disaster planning, response, and recovery process. Emergency management planning integrates older adults and people with disabilities of all ages—and their caregivers—into community emergency planning, response, and recovery. ACL provides the following link [http://www.acl.gov/Get\\_Help/Preparedness/Index.aspx](http://www.acl.gov/Get_Help/Preparedness/Index.aspx) with best practices to support the needs of older adults and people of all ages with disabilities during an emergency.

Statement of Understanding (SOU) between the American National Red Cross and The Administration on Aging further demonstrates the commitment and responsibility of the Aging Network to prepare for and respond in disaster relief situations. This SOU emphasizes the Aging Network’s ability to perform two basic types of disaster assistance service, which are:

- Advocacy and Outreach – assuring that older persons have access to and the assistance necessary to obtain needed services, including locating older persons; getting medical attention if needed, including medications and assistive devices; assisting in the completion and filing of applications for financial and other assistance; and follow-up monitoring to assure needs are met.
- Gap-filling – to assure that needed services and follow-up are provided beyond the timeframes and restrictions of other relief efforts if necessary. OAA funds can be used for chore, homemaker, transportation, nutrition, legal, and other temporary or one-time only expenses which help older persons retain maximum independent living.

Methods of Cooperation agreed upon and encouraged in the *Statement of Understanding* include; disaster planning and preparedness, sharing statistical and other data on elderly populations, establishment of disaster advocacy and outreach programs, and making congregate and home delivered meals programs available to the general public during a disaster.

To help meet these obligations, to ensure business continuity and to meet the needs of older citizens in an emergency, the Area Agency on Aging is required to develop an emergency disaster plan, that supports ICOA’s emergency disaster plan.

**Basic Components of an Area-Wide Disaster Plan:**

1. Name, title, and contact information of AAA person responsible for implementation of area’s Disaster Plan:

<b>NAME</b>	<b>TITLE/POSITION</b>	<b>TELEPHONE / EMAIL</b>
Raul Enriquez, LSW	Executive Director	208-898-7070 raul.enriquez@a3ssa.com

2. Names, titles and duties of other AAA staff with Emergency Assignments:

<b>NAME (AAA STAFF)</b>	<b>TITLE/POSITION</b>	<b>TELEPHONE</b>	<b>EMERGENCY ASSIGNMENT</b>
Roberta Bischel	Program Manager & Adult Protection Supervisor	208-898-7079 Roberta.bischel@a3ssa.com	Full agency staff coordination/supervision; emergency service provider point of contact; communications and community liaison
Brandi Waselewski	Administrative Support & Outreach	208-898-7077 brandi.waselewski@a3ssa.com	Admin and staff support; contract/service provider coordination and point of contact

Rickie Suatebin	Information and Assistance (I&A) Senior Services Specialist (SSS) and Supervisor	208-898-9872 sonia.hernandez@a3ssa.com	SSS Services and I&A staff supervision; Assist Program Manager with staff I&A coordination; community resource expert;
Michelle Randall, LSW	Information and Assistance (I&A) Senior Services Specialist (SSS)	208-898-7063 michelle.randall@a3ssa.com	SSS Services with the following additional skills: Licensed Social Worker w/ 14 years field experience in case management and resource brokering
Roberta Bischel, LSW	Ombudsman	208-898-7069 roberta.bischel@a3ssa.com	Ombudsman advocacy for vulnerable adults residing in facilities with the following additional skills: Licensed Social Worker with broad direct practice experience; well-developed outdoor survival skills

3. Alternate AAA business location if primary office is inaccessible or uninhabitable:

<b>LOCATION NAME AND ADDRESS</b>	<b>TELEPHONE / OTHER CONTACT NUMBERS</b>
Nampa Family Justice Center	1305 3 <sup>rd</sup> St., S., Nampa ID 83651  Criselda De La Cruz-Valdez, LMSW Executive Director 208-475-5705 wk./208-697-8715 cell delacruz@cityofnampa.us

4. Describe the AAA’s process to have personal and community disaster preparedness information available for clients, services providers and the general public:

A3SSA is taking a proactive approach to disaster preparedness through staff education and awareness raising. These trainings will enable staff to better identify the informational needs of, and ways to, assist A3SSA consumers. Further, it will put A3SSA staff in the path of the most current, quality, evidence-based practices and information to pass on to consumers and community partners.

A3SSA has named October 2017 as “Emergency/Disaster Awareness Month.” A3SSA is receiving focused educational and awareness trainings on personal and professional emergency preparedness from community partners such as: the Ada County Emergency Management, Idaho Mountain Search and Rescue Unit, Idaho Power (Gatekeeper Program), and Boise State Professor, Dr. Royce Hutson.

A3SSA is also pursuing a relationship with the American Red Cross involving (but not limited to) informational in-service presentations and trainings that will assist this agency in developing a “best practice” model for responding to consumer needs in the event of a community emergency. A3SSA will seek feedback and direction from the Red Cross in determining what information they have found to be most effective for its population in crisis circumstances, and request written materials for distribution to consumers to this end.

A3SSA regularly works and collaborates with community service providers, non-profit advocacy groups, emergency response agencies, law enforcement, and the Department of Health and Welfare (DHW). We enjoy robust, efficacious relationships with these entities in providing safety measures to vulnerable adults across all Area 3 counties. We schedule regular in and out-of-office trainings with these community partners, and have developed “first name basis” relationships with many key players therein. A3SSA will implement cooperative strategic planning and emergency preparedness into its regular interactions, educational presentations, and in-service trainings with these stakeholders. Further, we will participate in community planning and preparedness events with these entities representing the interests and concerns of the population we serve.

Finally, The Information and Assistance (I&A), Adult Protection (AP), and Ombudsman staff will be instructed to familiarize themselves with, and make consumers, caregivers, and facilities aware of, the Idaho Office of Emergency Management’s website and the resources it provides. The staff will be made aware of the Idaho State Alert and Warning System (ISAWS), and will encourage and/or assist consumers, caregivers, and facility administrators to sign up for notifications through the same. Additionally, a list of county alert/warning services will be electronically disseminated to all staff for distribution to consumers, and staff will offer consumer assistance with registration where appropriate.

5. Local Emergency coordinators and Red Cross coordinators in EACH county or city with whom the AAA coordinates emergency planning for the needs of older citizens, and will collaborate during an emergency or disaster situation (**grouped by type of service provided; sub alphabetized**):

AGENCY/AREA	COUNTY/ OTHER JURISDICTION	LEAD CONTACT NAME/INFORMATION	GENERAL CONTACT
American Red Cross of Greater Idaho	Ada, Adams, Boise Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties	Nicole Irwin, CEO  Phone: 208-871-8209 Email: nicole.irwin@redcross.org	5380 W. Franklin Road Boise, ID 83705  Local: 208-947-4357 Local: 1-800-853-2570 Gen.: 1-800-733-2767
Idaho Voluntary Organizations Active in Disaster (IVOAD)	Ada, Adams, Boise Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties	Nicole Bodine IDVOAD Secretary Public Health Preparedness Program (Central District Health)	707 N. Armstrong Place   Boise, ID 83704  Phone: (208) 321-2217 Email:
Idaho Office of Emergency Management	Ada, Adams, Boise Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties	William B. Richy, Deputy Chief  Phone: 208- 422-3001 Email: brichy@imd.idaho.gov	4040 Guard St., Bldg. 600 Boise, ID 83705-5004  208-422-3040 or 208-258-6500
Idaho Power	Ada, Adams, Boise Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties	Cheryl Paoli  Phone: 208-388-2679 Email: CPAoli@idahopower.com	1221 West Idaho St. Boise, ID 83702  208-388-2200
Central District Health	Ada, Boise, Elmore, and Valley Counties	Randy McLeland Planner Public Health Preparedness  Phone: 208-327-8514 Email: rmcleland@cdhd.idaho.gov	Ada: 707 Armstrong, Boise, ID 83704 208-375-5211  McCall: 703 1st St., McCall, ID 83638 208-634-7194  Mountain Home: 520 E. 8th Street N, Mountain Home, ID 83647 208-587-4407
Southwest District Health	Adams, Canyon, Gem, Owyhee, Payette, and Washington Counties	Terry Wilson Public Health Planner  Phone: 208-455-5326 Email: terry.wilson@phd3.idaho.gov  Ricky Bowman Phone: 208-716-6198	Caldwell: 13307 Miami Lane Caldwell, Idaho 83607 208-455-5300  Payette: 1155 Third Ave. North Payette, ID 83661 208-642-9321  Weiser Office: 46 West Court Weiser, ID 83672 208-549-2370  Emmett: 1008 East Locust Emmett, ID 83617 208-365-6371

St. Alphonsus Medical Center	Ada, Adams, Boise Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties	Katie Dudley 208-367-4142	1055 North Curtis Road Boise, ID 83706
St. Luke's Medical Center	West Region	Lisa Spanberger Disaster Preparedness Officer	Phone: 208-381-5031 Email: spanberl@slhs.org
Disability Rights Idaho	Ada, Adams, Boise Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties	Scott Hoover Senior Non-Attorney Advocate	4477 Emerald Suite B-100 Boise ID 83706  866-262-3462
Idaho State Independent Living Council	Ada, Adams, Boise Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties	Jerry Riener Program Specialist	Idaho State Independent Living Council 380 South 4th Street, Ste. 102 Boise, ID 83702  208-334-3800
Idaho Foodbank	Ada, Adams, Boise Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties	Jackie Yarbrough Director of Partnerships and Programs	Phone: 208-695-4339 Email: jyarbrough@idahofoodbank.org
Ada County	Ada County	Doug Hardman Director Ada County Emergency Management  Phone: 208-577-4750	7200 Barrister Dr. Boise, ID 83704-9292  208-577-4750
Ada County Sheriff	Ada County	Sheriff Stephen Bartlett	7200 Barrister Dr. Boise, ID 83704  208-577-3000 208-377-6790 (Non-emergency Dispatch)
Adams County Sheriff	Adams County	Sheriff Ryan Zollman  Phone: 208- 253-4228 ext. 4160 Email: rzollman@co.adams.id.us	201 Industrial Ave. Council, ID 83612  208- 253-4227 (Dispatch – Press 2)
Boise County	Boise County	Robert Showalter Emergency Preparedness Coordinator	Phone: 208-807-0082 Email: rshowalter@co.boise.id.us
Boise County Sheriff	Boise County	Sheriff Jim Kaczmarek  Email: jkaczmarek@co.boise.id.us	3851 ID-21 Idaho City, ID 83631  208-392-4411 (Non-Emergency Dispatch)
Canyon County	Canyon County	Lt. Dave Schorzman Emergency Management Coordinator	Phone:208-4547271 office 208-989-2132 cell Email: dschorzman@canyonco.org
Canyon County Sheriff	Canyon County	Sheriff Kieran Donahue  Email: sheriffsoffice@canyonco.org	1115 Albany St Rm.137 Caldwell, ID 83605  208-454-7510
Elmore County	Elmore County	Carol Killian Emergency Manager	Phone: 208-590-0967 Email: ckillian2005@msn.com

Elmore County Sheriff	Elmore County	Sheriff Mike Hollinshead Phone: 208-587-3370 ext. 228	2255 East 8th North Mountain Home, ID 83647 208-587-3370
Gem County	Gem County	Laurie Boston Emergency Manager	Phone: 208-284-0772
Gem County Sheriff	Gem County	Sheriff Chuck Rolland Email: sheriff@co.gem.id.us	415 E Main St. Emmett, ID 83617 208-365-3521
Owyhee County	Owyhee County	Jim Desmond Emergency Coordinator	Phone: 208-249-0571 Email: ocnredir@aol.com
Owyhee County Sheriff	Owyhee County	Sheriff Perry Grant Email: pgrant@co.owyhee.id.us	20381 State Highway 78   Murphy, ID 83650 208-495-1154 or 911
Payette County	Payette County	Lt. Andrew Creech Emergency Coordinator	Phone: 208-642-6006 ext 1169 Email: acreech@payettecounty.org
Payette County Sheriff	Payette County	Sheriff Chad Huff Phone: 208-642-6008	1130 3rd Ave. N. Rm.101 Payette, ID 83661 208-642-6006
Valley County	Valley County	Chief Juan Bonilla Emergency Manager Donnelly Rural Fire Protection Association	244 W Roseberry Rd, Donnelly, ID 83615 dfc@frontiernet.net 208-325-8619
Valley County Sheriff	Valley County	Sheriff Patti Bolen Phone: 208-382-7150 Email: sheriff@co.valley.id.us	219 N. Main St. Cascade, Idaho 83611 208-382-5160 (Dispatch)
Washington County	Washington County	Steve Dombay Disaster Services Coordinator	Office: 208-414-4744 Cell: 208-550-0744
Washington County Sheriff	Washington County	Sheriff Matt Thomas Email: wcsheiff@co.washington.id.us	262 East Court Street Weiser, ID 83672 208-414-2121 (Dispatch)

6. Included clauses in contracts, grants and agreements with service providers describing and assuring their response during a disaster or emergency.

A3SSA respite and homemaker provider contract verbiage is as follows:

**Training & Supervision**

All service workers shall receive an employee orientation from the provider before performing any services. Orientation shall include the purpose and philosophy of services, review of pertinent skills, program regulations, policies and procedures, proper conduct in relating to clients, and handling of confidential and emergency situations involving a client.

- CPR. Service workers shall complete CPR training within three (3) months of hire and shall maintain certification thereafter.
- In-Service Training: Providers shall annually provide service workers with a minimum of ten (10) hours training, including CPR, for the purpose of upgrading their skills and knowledge.
- Providers shall assure that service workers who assist clients with bathing and hair washing receive specific training in performing these services prior to being assigned to a client.
- Supervision. All providers shall maintain written job descriptions for service workers and shall have written personnel policies. All service workers shall receive an annual performance evaluation. **Supervisors of service workers shall be available to service workers during work hours to discuss changes in client's circumstances, to resolve problems with schedules, or to respond to emergencies** (IDAPA 15.01.01.029.01, emphasis added).

**Medical Emergencies**

In case of medical emergency, the service worker shall immediately call 911 or the available local emergency medical services and, if appropriate, shall initiate CPR. (IDAPA 15.01.01.029.02)

These service providers reflect those who have direct, in-home access to A3SSA consumers. As such, these providers will be included in the list of major programs that will assist A3SSA in the event of an emergency or disaster.

**1. List service providers of major programs with whom the AAA will coordinate emergency services (grouped by type of service provided; major providers first; sub alphabetized):**

<b>SERVICE PROVIDER NAME AND ADDRESS</b>	<b>COUNTY/ OTHER JURISDICTION</b>	<b>CONTACT NAME</b>	<b>PHONE / E-MAIL</b>
Metro Community Service	Ada, Canyon, Gem, and Owyhee	Gale Kennedy	208-459-0063 gale@metrocommunityservices.net
Metro Meals on Wheels	Ada	Cheryl Johnson	208-321-0031 cjohnson@metromealsonwheels.net
Nampa St. Alphonsus Home Delivered Meals	Canyon	Tonia Bellegante	208-205-0292 tonia.bellegante@saintalphonsus.org
Elderly Opportunity Agency	Adams, Boise, Canyon, Gem, Owyhee, Payette, Valley, and Washington	Donna Waters	208-365-4461 donna@eoaidaho.org
24-7 Idaho Home Care	Ada County, Crouch, Garden Valley, Horseshoe Bend, Caldwell, Middleton, Nampa, Emmett, Valley County	Jessica Summers	208-908-6080 services@247Idahohomecare.com
A Tender Heart	Ada County, Caldwell, Greenleaf, Nampa, Wilder, Emmett, Homedale, and Marsing	Theresa Lorton	208-442-2978 tlorton@atenderheart.net
Addus Home Care	All Areas	Jennifer Heasley	208-342-1222 JHeasley@addus.com
Caldwell Senior Center	Canyon	Donna Queen	208-459-0132 caldwellseniors@yahoo.com
Cascade Senior Center	Valley	Margaret Yamamoto	208-382-4256 cascadeseniorcenter@frontier.com
Comfort Keepers	Ada, Canyon, Mountain Home, Emmett, Homedale, and Marsing	Tammara LaCasse	208-895-8822 tammaralacasse@comfortkeepers.com
Council Senior Center	Adams	Edith Schwartz	208-253-4802/ 208-253-4282 csc@ctcweb.net
Havenwood	Ada, Canyon, Emmett, Elmore	Ann Williams	208-327-1011 jokeeffe@havenwoodhomecare.com
Horizon Home Health	Ada and Canyon	Jennell Evans & Laci Lawrence	208-884-5051 llawrence@horizonhh.com

Horseshoe Bend Senior Center	Boise	Rich McCuskey	208-793-2344 i2rrich@gmail.com
Melba Valley Senior Center	Canyon	Sue Farner	208-495-2168 melbavalleyseiors@gmail.com
Mountain Home Senior Center	Elmore	Lisa Simpson	208-587-4562 mountainhomeseniorcenter1000@gmail.com
Parma Senior Center	Canyon	April Sorrell	208-722-5421 parmaseniorcenter@yahoo.com
Payette Senior Center	Payette	Kathy Patrick	208-642-4223 goldenrule836@yahoo.com
Three Island Senior Center	Elmore	Toni Jones	208-366-2051 3islandsrs@qwestoffice.net

2. Describe the AAA’s process to identify homebound, frail, disabled, isolated and/or vulnerable clients who may need assistance in the event of a man-made or natural disaster:

A3SSA has designated the identification steps of its vulnerable consumer population to be as follows:

- I&A Staff, under the direction of the Executive Director and supervision of the Program Manager, will generate an “Emergency Evacuation List” within its GetCare (software) system; the system in which all A3SSA consumers’ information is stored.
- A3SSA’s Executive Director and Program Manager will participate in the Idaho Voluntary Organizations Active in Disaster (IDVOAD) conference call process to provide pertinent information about its vulnerable consumers to emergency service and provider organizations, while simultaneously identifying (and providing) needed assistance relevant to its areas of expertise.

3. Provide a process for “call downs” to service providers, nursing homes and residential care facilities, individual case management clients, etc., to check on their preparedness status and welfare in the event of an emergency:

A3SSA has designated the steps of its emergency call-down procedure to be as follows:

- AAA Director: Receives alert and delegates all assignments that include (but are not limited to):
- AAA Program Manager: will work and coordinate with emergency responders and A3SSA staff;
- Administrative Assistant: will call, and coordinate with, providers;
- Adult Protection Staff: will support and coordinate with emergency response workers and A3SSA staff as directed by the Program Manager;
- I&A Staff: Will call consumers living in (or near) the affected area; will directly coordinate services for the consumer, working in concert with the administrative assistant to ensure expedient service delivery and to avoid informational redundancy;
- Ombudsman: Will call, coordinate with, and identify the needs of LTC, SNF, and RALF facilities.

4. Describe the AAA’s process for intake and recording of information about the disaster related needs of older people, providing access to needed services, and follow-up during and beyond the recovery period.

A3SSA will conduct a brief written quantitative and qualitative survey of older adults’ emergency planning needs (and how best to provide access to them) through its interactions with senior centers across its 10-county area. The survey will be administered from October of 2017 to February of 2018. This data will be compiled into a report, and available for presentation by August of 2018. A3SSA will use this report to guide future emergency preparedness plans, and will reflect more population-specific planning and responsiveness accordingly.

Based on these results, A3SSA will evaluate current service delivery methods as described in previous sections, and augment and/or adjust its processes according to this new information.

Follow-up measures will reflect the same processes as defined in items 8 and 9, but will also be re-evaluated based on information gathered from this survey.

5. Describe the AAA’s process for staff and service providers to record employee’s time and expenses associated with disaster related activities (see example below: necessary to apply for reimbursement in the event of a presidential disaster declaration):

In the event that normal payroll software (ADP) becomes unavailable and/or is rendered inoperable in an emergency, A3SSA will utilize the example form below to record time and expenditures for their employees. A printed copy of these forms will be available at the A3SSA front desk, and an electronic copy will be available on the A3SSA shared drive. A3SSA service providers will be requested to produce additional documentation for any expenditures made above and beyond normal compensation structures and authorizations.

**Employee’s Name:** \_\_\_\_\_

Date	Time Worked	Emergency Purchases Made	Purpose of Purchase	Costs of Emergency Purchase	Personnel Miles Driven	Store Purchase made and Location	Receipt Required	Instructions & information	Instructions Came From

6. Describe activities the AAA will undertake during the contract period to expand emergency preparedness of the Aging Network within the PSA (i.e. attend LEPC meetings, work with local emergency management officials to advocate for inclusion of older citizens’ needs in emergency planning, establish CERT Training in senior centers, make 72-hour kits available for homebound clients, establish “call-down” lists and procedures to be used during emergencies, include emergency preparedness activities in contracts with providers, etc.)

A3SSA will continue pursuing new emergency readiness trainings and strategic partnerships with organizations with expertise in service to aging and/or adult populations with disabilities. A3SSA will also expand its organizational relationship with new community partners by offering educational trainings of its own, and by participating in emergency readiness events. A3SSA will utilize a “snowball sampling” technique to identify other, more discrete opportunities for partnership through these new alliances and will utilize these to creatively augment its emergency planning moving forward. Further, A3SSA will utilize information gathered from the survey (described in item #4) to identify missing and/or additional needed partnerships where necessary.

A3SSA is pursuing membership in the Idaho Voluntary Organizations Active in Disaster (IDVOAD) to help identify vulnerable seniors, share information, and provide resources with/to other IDVOAD members seasoned in disaster preparation, response, and recovery.

A3SSA will explore funding and/or donation opportunities to create portable 72-hour preparedness kits to store in its offices, and distributed to consumers in the event of an emergency.