

2019 Area Plan Update



Area IV – South Central Idaho Area Agency on Aging College of Southern Idaho Office on Aging

Suzanne McCampbell, Director

315 Falls Ave

PO Box 1238

Twin Falls, ID 83303-1238

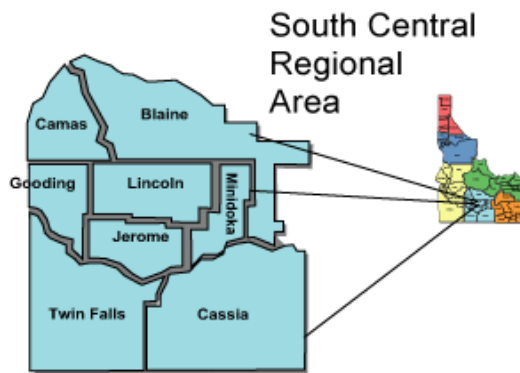
Information and Referral Phone Number: 1-208-736-2122 or 1-800-574-8656

Website – <https://sites.google.com/site/csiofficeonaging/>

Email – info@ooa.csi.edu

Counties – *Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, Twin Falls*

PSA IV



Geographic Information:

The region in PSA IV covers 11,509 square miles in eight counties (Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, and Twin Falls). The College of Southern Idaho, located in the city also named Twin Falls, is the parent organization for the area agency on aging which serves PSA IV. All eight counties contain a high percentage of protected federal land; several are only sparsely populated.

Demographic Information:

Based on the 2017 American Community Survey Estimates, the total population in PSA IV was 196,712 of which 41,646 (21.2%) individuals were over the age of 60. A population of 47,340 (24.1%) is concentrated in the city of Twin Falls. 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 55,004.

Urban growth there is enhanced by Idaho's second refugee resettlement project which in recent years has fueled emerging racial and cultural diversity. Cassia County is home to one of Idaho's largest Hispanic communities, made up of agricultural workers and former agricultural workers. AAA IV takes particular pride in its outreach efforts to elders in these minority ethnic communities; it has published informational materials in several languages.

There is evidence that Twin Falls may also follow northern Idaho and the Boise Metropolitan Statistical Area (MSA) in attracting new, affluent retirees. The rest of the region remains essentially rural. The region's centerpiece is world famous Sun Valley in Blaine County.

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	\$61,171	\$83,859	\$145,030
SFY 2019 (July 2018 – June 2019) Actual	\$60,748	\$97,387	\$158,135
SFY 2020 (July 2019 – June 2020) Budget	\$60,402	\$91,404	\$151,806

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	\$20,320	\$20,320
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$18,177	\$18,177
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$4,856	\$4,856

The CSI Office on Aging executes a performance contract with the Idaho Commission on Aging annually to provide senior services in accordance with the Federal Older Americans Act and the Idaho State Senior Services Act. These services are provided to the eight-county area of South Central Idaho, including Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka and Twin Falls Counties, which is designated as Region IV. The CSI Office on Aging annually receives budgeted amounts of federal and state funds to operate the senior services.

This year the CSI Office on Aging will be working on the development of volunteers, organizations and vendors for the Chore program, coordination with area hospitals and public health to develop more effective referral and information

exchanges, conducting POMP/customer satisfaction surveys, working with county LEPC's on emergency and disaster planning, and relationship building through training and coordination regarding referrals with the police and sheriff departments, fire departments, and EMTs. The EMTs will be recruiting three volunteers to help with social services. We will work with these volunteers to train and assist them.

Up to 2% of the total budget can be allocated for coordination and program development. This allocation is used to develop and administer the Area Agency on Aging (AAA) Area Plan for Region IV.

The Older Americans Act requires that the Idaho Commission on Aging publish a state plan for the expenditure of the federal dollars appropriated to the state every four years. Additionally, the Area Agency on Aging is required to publish an area plan every four years following the goals and strategies in the state plan.

In order to provide the most effective services that are needed in Region IV by the population who is 60 years and older, it is necessary to do a large amount of data collection, communication and coordination with senior centers, groups, individuals, and government entities throughout the entire eight counties. This includes travel throughout the area, conducting surveys and needs assessments, and attending many meetings to gather information and to communicate the programs and services of the AAA. The travel and data collection expenses incurred are paid through the Administration allocation portion of the budget.

Outcomes/Successes:

Last year we began working with Interlink Volunteer Caregivers to develop a Chore program which is replacing the Home Modification program while still providing the same services in installation of ramps and grab bars. The move to Chore will allow us to expand the population of clientele we serve and provide other types of services as the availability of volunteers and funding increases. We will continue to develop and expand this program over this next year.

We have had a number of interactions with St. Luke's Medical Center with the intention of improving the transitions for care at home after discharge. We are doing a training for the St. Luke's social workers, case managers and discharge planners and will work with them for earlier referrals in order to get the services implemented as quickly as possible after patient discharge. We also hope to work more closely on additional initiatives to improve the services to our clients.

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.

Service Eligibility: Individuals 60 years of age or older.

Service Implemented by:

- Trans IV Buses, 496 Madrona Street, Twin Falls, ID 83301, (208) 736-2133, Serving Twin Falls and Jerome. Normal operating hours are 7 AM to 5 PM Monday through Friday.
- Living Independent Network Corporation (LINC), 1182 Eastland Dr. N. Suite C, Twin Falls, ID 83301, (208) 733-1712 Serving Burley, Rupert, and Twin Falls. Monday - Friday 8:00 am - 5:00 pm
- Interlink Volunteer Caregivers (IVC), 459 Locust St N., Suite 106, Twin Falls ID 83301, (208) 733-6333, Serving Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, and Twin Falls Counties. Open: Monday - Friday 8:00 am - 5:00 pm
- Filer Senior Haven, 222 Main, Filer, ID 83328, (208) 326-4608, Open: Tuesday, Wednesday, Thursday 7:30 – 5:00
- The Senior Connection, 721 3rd Ave S., Hailey, ID 83333, (208) 788-3468, Serving Blaine County. Open: Monday-Friday 8:00 – 4:00
- Gooding Senior Center, 308 Senior Ave., Gooding, ID 83330, (208) 934-5504, Serving Gooding City. Open: Monday - Thursday 8:30 - 3:30

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	\$11,831	\$56,329	\$68,160
SFY 2017 (July 2016 – June 2017) Actual	\$44,579	\$8,001	\$52,580
SFY 2018 (July 2017 – June 2018) Actual	\$32,393	\$24,278	\$56,671
SFY 2019 (July 2018 – June 2019) Actual	\$40,312	\$17,483	\$57,795
SFY 2020 (July 2019 – June 2020)	\$49,932	\$0	\$49,932

A. Transportation Service Delivery Strategy:

Identify and apply for additional resources which can increase the number of boardings for seniors.

Performance Measure:

- Effectiveness = Number of boardings.
- 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	19,944	\$3.42	Not Available
SFY 2017 (July 2016 – June 2017) Actual	10,472	\$5.02	Not Available
SFY 2018 (July 2017 – June 2018) Actual	10,793	\$5.25	Not Available
SFY 2019 (July 2018 – June 2019) Actual	10,269	\$5.63	Not Available
SFY 2020 (July 2019 – June 2020)			

Benchmark:

- Maintain at least the SFY 2018 funding level. Increase funding if additional funding sources can be identified.
- Standardized \$5.00 reimbursement rate across the board for all vendors beginning with the SFY 2017 year.

B. Transportation Coordination Strategy:

Work with vendors in the region and local governmental authorities, including the Idaho Transportation Department and the City of Twin Falls to develop plans for future development of transportation options. The City of Twin Falls anticipates having a public transportation program available by approximately 2023. We will continue to work with them to make sure that the needs of the senior population are represented as they move forward with their planning effort.

Work with the Idaho Commission on Aging in their effort to identify, develop and promote the transportation information access points throughout this region of the state.

Performance Measure:

- Number of information access points established throughout the region for transportation
- Identify local transportation plans throughout the region

Baseline:

Counties	Focal Points per County				
	SFY 2016 (July 2015 – June 2016)	SFY 2017 (July 2016 – June 2017)	SFY 2018 (July 2017 – June 2018)	SFY 2019 (July 2018 – June 2019)	SFY 2020 (July 2019 – June 2020)
Blaine	1	1	1	1	
Camas	1	1	1	1	
Cassia	3	3	3	3	
Gooding	3	3	3	3	
Jerome	2	2	2	2	
Lincoln	1	1	1	1	
Minidoka	1	1	1	1	
Twin Falls	4	4	4	4	

Number of Local Planning Sessions	SFY 2016 (July 2015 – June 2016)	SFY 2017 (July 2016 – June 2017)	SFY 2018 (July 2017 – June 2018)	SFY 2019 (July 2018 – June 2019)	SFY 2020 (July 2019 – June 2020)
SAS/IVC Transportation	8	2	3	3	
LINC	1	2	1	1	
Trans IV		2		1	
Idaho Department of Transportation		2			
City of Twin Falls	2	5	1	2	

Benchmark:

- Increase the number of information access points in each county.
- Increase number of planning sessions with local transportation providers and planning organizations.

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:

- CSI Office on Aging (Area IV Agency on Aging), 315 Falls Avenue, Twin Falls, (208) 736-2122 or (800) 574-8656, open Monday through Friday, 8:00 am until 5:00 pm (closed noon to 1:00 for lunch)

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	\$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. Outreach Service Delivery Strategy:

Targeted events for outreach will be prioritized for low-income minority and rural populations {See Attachment A: Assurances Section (4)(A)(i) (I) (bb)} to meet or exceed census population percentages.

Performance Measure:

Increased utilization of services for low-income minority and rural populations

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>One-to-one Contacts</u>
SFY 2016 (July 2015 – June 2016) Actual	1,625
SFY 2017 (July 2016 – June 2017) Actual	1,044
SFY 2018 (July 2017 – June 2018) Actual	4,506
SFY 2019 (July 2018 – June 2019) Actual	3,383
SFY 2020 (July 2019 – June 2020)	

Benchmark:

Increased services for individuals who are low-income minority or rural populations.

B. Outreach Coordination Strategy:

Coordinate with local entities in the eight county service area to establish and/or strengthen local partnerships to become focal points that will help seniors access and participate in Core services.

Coordinate with the State AARP Association (SCAM Jams, and Caregiver Conferences), Boise State University aging services, local and State Alzheimer's Associations, State Caregiver Alliance, the Idaho Commission on Aging, and any other agencies that will help seniors access and participate in Core services.

Performance Measure:

Increase number of focal point partners in the eight county service area.

Baseline:

<u>Counties</u>	<u>Focal Points per County</u>				
	SFY 2016 (July 2015 – June 2016)	SFY 2017 (July 2016 – June 2017)	SFY 2018 (July 2017 – June 2018)	SFY 2019 (July 2018 – June 2019)	SFY 2020 (July 2019 – June 2020)
Blaine	1	1	1	1	
Camas	1	1	1	1	
Cassia	3	3	3	3	
Gooding	3	3	3	3	
Jerome	2	2	2	2	
Lincoln	1	1	1	1	
Minidoka	1	1	1	1	
Twin Falls	4	4	4	4	

Benchmark: Identify one additional focal points in all counties.

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:

- CSI Office on Aging (Area IV Agency on Aging), 315 Falls Avenue, Twin Falls, (208) 736-2122 or (800) 574-8656, open Monday through Friday, 8:00 am until 5:00 pm (closed noon to 1:00 for lunch)

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	\$0	\$188,311	\$188,311
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$171,057	\$171,057
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$184,802	\$184,802
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$215,887	\$215,887
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$219,411	\$219,411

A. I&A Service Delivery Strategy:

Review and evaluate Area IV I&A procedures to determine best practices and cost efficiencies. Establish procedures to ensure accurate service recording and statewide consistency is maintained for accurate data collection.

Performance Measure:

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

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Annual Contacts</u>	<u>Average Cost per Contact</u>	<u>Allocated Number of I&A Staff</u>	<u>Average Monthly Contact per I&A Staff</u>
SFY 2016 (July 2015 – June 2016) Actual	5,076	\$37.10	3.88	109
SFY 2017 (July 2016 – June 2017) Actual	3,372	\$50.73	3.86	73
SFY 2018 (July 2017 – June 2018) Actual	3,380	\$54.68	3.13	90
SFY 2019 (July 2018 – June 2019)	3,648	\$59.18	3.73	82
SFY 2020 (July 2019 – June 2020)			3.94	

Benchmark:

- Establish policies and procedures reflecting best practices during the first year.
- Meet the statewide standards for recording contacts

B. I&A Coordination Strategy:

Track referrals to understand where they come from and where we refer to by establishing a streamline referral process with community partners (Gatekeepers), such as Utility companies, Hospitals, Home Health agencies, Fire Department, etc. Coordinate with volunteer organizations throughout the community to develop additional resources to meet needs.

Provide staff with training from community service providers to expand Senior Services Specialist knowledge of resource options and services available.

Performance Measure:

- Number of Community partnerships
- Number of annual staff trainings

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Community Partnerships</u>	<u>Staff Trainings</u>
SFY 2016 (July 2015 – June 2016)	N/A	9
SFY 2017 (July 2016 – June 2017)	2	5
SFY 2018 (July 2017 – June 2018)	2	8
SFY 2019 (July 2018 – June 2019)	2	10
SFY 2020 (July 2019 – June 2020)		

Benchmark:

- Establish 2 new community partnerships each year
- Increase staff trainings regarding community partner and resource options and services by 2 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:

- CSI Office on Aging (Area IV Agency on Aging), 315 Falls Avenue, Twin Falls, (208) 736-2122 or (800) 574-8656, open Monday through Friday, 8:00 am until 5:00 pm (closed noon to 1:00 for lunch)
- Idaho Department of Health & Welfare, 601 Pole Line Road, Twin Falls, ID 83301, Open 8:00 am – 5:00 pm, Monday through Friday (except holidays)
- Veterans Administration 500 W Fort St, Boise, ID 83702, (208) 422-1000
- St. Luke's Magic Valley Medical Center, 801 Pole Line Rd W., Twin Falls, ID 83301, 208-814-1000, Open 8:00 am – 5:00 pm
- Living Independence Network Corporation (LINC), 1182 Eastland Dr. N # C, Twin Falls, ID 83301, (208) 733-1712
- ProActive Behavioral Health (3 locations),
Gooding Administrative Office, 215 University Avenue, Gooding, Idaho 83330, Phone: (208) 934-5880
Open Monday - Friday 9:00am-5:00pm
Twin Falls Office, 264 Main Ave South, Twin Falls, Idaho 83301, Phone: (208) 734-0407,
Open Monday - Friday 9:00am-5:00pm
Burley Office, 2223 Overland Avenue, Burley, Idaho 83318, Phone: (208) 878-3423,
Open Monday - Thursday 9:00 am - 5:00 pm
- Crisis Center of South Central Idaho, 570 Shoup Avenue West, Twin Falls, Idaho 83301, (208) 772-7825 or (866) 737-1128
- True Blue HMO SNP, 3000 E Pine Ave. Meridian, ID 83642-5996, Phone: (888) 495-2583,
Open 8 a.m. to 8 p.m. Oct 1-Feb. 14, Monday – Sunday, Feb. 15-Sept. 30, Monday – Friday
- Molina HealthCare, 7050 Union Park Center Suite 200, Midvale, UT 84047, Phone: (435)893-5858
7 days a week, 8 a.m. to 8 p.m.

Funding Source: Federal: Administration for Community Living (ACL), and the State of Idaho

(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	\$ 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	\$ 5,128	\$ 0	\$ 5,128

A. Case Management Service Delivery Strategy:

Utilize AAA Information and Assistance staff for those cases where:

- no other Case Management service is available
- the consumer is unable to manage multiple services for themselves
- when no other supports are available to assist.

If Case Management is needed, costs and corresponding units of service will be accounted for under case management.

Performance Measure:

- Efficiencies = Cost per consumer, average cost per unit.

- Effectiveness = Total consumers, total costs, total unit hours.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Unduplicated Clients Served</u>	<u>Average Cost per Client</u>	<u>Total Annual Units (hrs.)</u>	<u>Average cost per Unit (hr.)</u>
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:

Provide Case Management Services when required and refer to other resources when appropriate.
Account for Case Management costs and units provided by the AAA as appropriate.

B. Case Management Coordination Strategy:

Establish referral process with local agencies that provide case management to aged, disabled, and mentally ill consumers to ensure that referrals made to those agencies consist of accurate contact information, eligibility requirements, and agencies processes.

Performance Measure:

- Resource list expanded with specific types of Case Management services available
- Develop referral processes with partner agencies

Baseline:

<u>Counties</u>	Community Referral Resources per County				
	SFY 2016 (July 2015 – June 2016)	SFY 2017 (July 2016 – June 2017)	SFY 2018 (July 2017 – June 2018)	SFY 2019 (July 2018 – June 2019)	SFY 2020 (July 2019 – June 2020)
Blaine	7	7	7	7	
Camas	7	7	7	7	
Cassia	7	7	8	8	
Gooding	7	7	7	7	
Jerome	7	7	7	7	
Lincoln	7	7	7	7	
Minidoka	7	7	8	8	
Twin Falls	7	7	8	9	

Benchmark:

Increase Case Management referral resources and processes each year with 1 additional partner

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

Service Implemented by:

- Abigail's In-Home Care, 1711 Overland Ave # C, Burley, ID 83318, Phone: (208) 878-7777
- Addus Health Care, 164 River Vista Pl. Twin Falls, ID 83301, (208) 733-9100
- An Angel's Touch In-Home Care, 430 Nicole Drive, Jerome, ID 83338, (208) 324-5605
- The Senior Connection (Blaine County Senior Center), 721 3rd Ave S., Hailey, ID 83333, (208) 788-3468
- Havenwood, 246 Main St., Gooding, ID 83330, (208) 221-9137
- Jewel's Home Care, 1201 Falls Ave E, Suite 36, Twin Falls, ID 83301, (208) 733-6849
- Julie's Premier Home Care, 1201 Falls Ave E, Suite 36, Twin Falls, ID 83301, (208) 280-0324
- Living Independent Network Corporation (LINC), 1182 Eastland Dr. N., Suite C, Twin Falls, ID 83301, (208) 733-1712
- Loving Hands, 560 Filer Ave, Suite D, Twin Falls, ID 83301, (208) 734-3001
- Mini-Cassia Hearts 4 Seniors, 135 E 23rd Dr, Burley, ID 83318, Phone: (208) 312-5715
- Minidoka Memorial Hospital, 1218 9th St., Suite #4, Rupert, ID 83350, (208) 436-9019
- R.I.T.E.S, 1200 Overland Ave, Lower Level Ste 1, Burley, ID 83318, (208) 678-2337
- Stone Bridge Assisted Living, 110 River Rock Place, Hagerman ID 83332, (208) 837-4153
- Vision Home Care, 1770 Park View, Twin Falls, ID 83301, (208) 732-8100

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

State Fiscal Year (SFY)	State	Federal	Total
SFY 2016 (July 2015 – June 2016) Actual	\$133,872	\$0	\$133,872
SFY 2017 (July 2016 – June 2017) Actual	\$111,856	\$0	\$111,856
SFY 2018 (July 2017 – June 2018) Actual	\$113,671	\$0	\$113,671
SFY 2019 (July 2018 – June 2019) Actual	\$125,742	\$0	\$125,742
SFY 2020 (July 2019 – June 2020) Budget	\$126,922	\$0	\$126,922

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:

Determine the number of hours of service that is most effective for the consumers in the area through consumer satisfaction surveys and follow-up contacts.

Increase number of Homemaker consumers by adding to the number of cost-share consumers with the 100% poverty guideline, assuring that those with the greatest social and economic need receive services.

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	215	8,993	\$15	42	\$622.66
SFY 2017 (July 2016 – June 2017) Actual	188	7,252	\$15	39	\$594.98
SFY 2018 (July 2017 – June 2018) Actual	225	7,825	\$15	35	\$505.20
SFY 2019 (July 2018 – June 2019) Actual	201	8,104	\$16	40	\$625.58
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)	56.31%	38.60%	6.87%	32.56%	18.11%	75.35%
SFY 2017 (July 2016 – June 2017)	57.14%	40.00%	6.97%	33.00%	18.40%	74.00%
SFY 2018 (July 2017 – June 2018)	57.70%	40.44%	7.02%	33.34%	17.41%	72.88%
SFY 2019 (July 2018 – June 2019)	57.70%	43.78%	7.03%	31.84%	17.41%	67.66%
SFY 2020 (July 2019 – June 2020)						

*Greatest Economic Need: 65 or older living in Poverty

**Greatest Social Need: 65 or older living alone

Benchmark:

- Determine standard number of service hours per consumer for the area by year 2
- Maintain number of consumers receiving services
- Reduce or eliminate waiting list

B. Homemaker Coordination Strategy:

Expand informal support options, local volunteer service organizations, and private pay options to meet the needs of those on waiting lists and those in need of assistance. Refer to Medicaid and Veterans services those consumers with increasing personal care needs who meet eligibility criteria for those programs.

Work with providers to determine the best method for implementing POMP consumer surveys.

Performance Measure:

Reduced number of individuals on waiting list

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total number of Consumers on Wait list</u>	<u>Community partners</u>	<u>Satisfaction Survey</u>
SFY 2016 (July 2015 – June 2016)	0	N/A	
SFY 2017 (July 2016 – June 2017)	1	1	
SFY 2018 (July 2017 – June 2018)	0	2	
SFY 2019 (July 2018 – June 2019)	0	2	
SFY 2020 (July 2019 – June 2020)			

Benchmark:

- Reduce or eliminate waitlist
- Increase community partnerships for service options by 1 each year
- Increase participation by providers in utilizing POMP surveys in the first year and again in the fourth year.

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:

- Interlink Volunteer Caregivers (IVC), 459 Locust St N., Suite 106, Twin Falls ID 83301, (208) 733-6333, Serving Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, and Twin Falls Counties

Funding Source: (Actual expenditures for completed year and Budget for current year) Note, if AAA only refers consumers to other organization and does not fund this service, place N/A (Not Applicable) in SFY16 and SFY17 below.

<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	\$923	\$923
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$2,026	\$2,026
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$2,916	\$2,916

SFY 2020 (July 2019 – June 2020) Budget	\$0	\$0	\$0	
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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:
 132 out of the 489 respondents who responded to an area-wide needs assessment in 2016-17 identified Chore services as a need. Identify specific Chore needs by recording requests as they are received as a basis for developing further resources.

Performance Measure:

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

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Referral or Contracted Service</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Annual Units (hrs.)</u>	<u>Average cost per Unit (hr.) and materials</u>
SFY 2016 (July 2015 – June 2016) Actual	Referral	Not Applicable	Not applicable	Not applicable
SFY 2017 (July 2016 – June 2017) Actual	Contract	Not Available	Not Available	Not Available
SFY 2018 (July 2017 – June 2018) Actual	Contract	Not Available	Not Available	Not Available
SFY 2019 (July 2018 – June 2019) Actual	Contract+Referral	25	346	\$8.43
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:
 Identified Chore tasks needed within the community during the first year.

B. Chore Coordination Strategy:
 Identify financial resources for contracting with vendors for chore services and develop a plan for coordinating a volunteer service for Chore. Work with community partners to increase available Chore services in the area.

Performance Measure:
 Funding options identified.
 Service referral network established and expanded.

Baseline: None

Benchmark:
 Provide Chore Services through additional funding sources and/or volunteer opportunities.

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:

- Interlink Volunteer Caregivers (IVC), 459 Locust St N., Suite 106, Twin Falls ID 83301, (208) 733-6333, Serving Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, and Twin Falls Counties

Funding Source: (Actual expenditures for completed year and Budget for current year) Note, if AAA only refers consumers to other organization and does not fund this service, place N/A (Not Applicable) in SFY16 and SFY17 below.

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$3,305	\$3,305
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$1,376	\$1,376
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$2,549	\$2,549
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$5,000	\$3,309
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.

Minor Home Modification Service Delivery Strategy:

Explore options for increasing funding and resources for home modification.

Performance Measure:

- Efficiencies = Cost per occurrence
- Effectiveness = Total consumers, total costs and total occurrences.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Referral or Contracted Service</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Annual Units (hrs.)</u>	<u>Average cost per Unit (hr.) and materials</u>
SFY 2016 (July 2015 – June 2016) Actual	Contract	Not Available	Not Available	Not Available
SFY 2017 (July 2016 – June 2017) Actual	Contract	13	14	\$98.27

SFY 2018 (July 2017 – June 2018) Actual	Contract	19	N/A	N/A
SFY 2019 (July 2018 – June 2019) Actual	Contract	30	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:

Increased funding

A. Minor Home Modification Coordination Strategy:

Work with Interlink Volunteer Caregivers (IVC) to increase the number of volunteers available for installation of grab bars and ramps throughout the eight county region.

Performance Measure:

Number of volunteers

Baseline:

<u>Counties</u>	Volunteers available for installations				
	SFY 2016 (July 2015 – June 2016)	SFY 2017 (July 2016 – June 2017)	SFY 2018 (July 2017 – June 2018)	SFY 2019 (July 2018 – June 2019)	SFY 2020 (July 2019 – June 2020)
Blaine					
Camas					
Cassia		1	1	1	
Gooding			1	1	
Jerome		1	1	1	
Lincoln			1	1	
Minidoka			1	1	
Twin Falls	1	2	2	2	
Total	1	4	7	7	

Benchmark:

Increase number of available volunteers

The Home Modification program is no longer in effect. Chore service will be the referral and contracted service used to implement these requests effective 7/1/2019.

8: Legal Assistance Objective: Provide access to legal information resources and legal assistance to priority services.

Service Description: 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.

Service Eligibility: Seniors 60 years of age or older.

Service Implemented by:

- Idaho Legal Aid, 475 Polk Street, Suite 4, Twin Falls ID 83301, (208) 734-7024

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	\$0	\$8,296	\$8,296
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$7,532	\$7,532
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$9,765	\$9,765
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$8,083	\$8,083
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$6,934	\$6,934

A. Legal Assistance Service Delivery Strategy:

Maintain annual funding levels for Legal Aid.

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	13	17	14	14	
Health Care	8	19	8	7	
Long-term care	1	1	11	11	
Nutrition	0	0	0	0	
Housing	13	9	3	3	
Utilities	0	0	1	0	
Protective Services	0	0	0	0	
Defense of Guardianship	6	3	2	3	
Abuse	1	0	1	1	
Neglect	0	0	0	0	
Age Discrimination	0	0	2	3	
Total	42	49	42	42	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	6.1	34.6	41.4	62.2	
Health Care	35.1	46.2	29.2	26.1	
Long-term care	0.2	3.0	21.5	27.9	
Nutrition	0	0	0		
Housing	60.1	19.6	15.7	10.1	

Utilities	0	0	.6		
Protective Services	0	0	0		
Defense of Guardianship	12	4.2	2.9	5.1	
Abuse	5	0	1.4	3.8	
Neglect	0	0	0		
Age Discrimination	0	0	10.7	21.1	
Total	118.5	107.6	123.4	156.3	0
Cost Per hour \$70.01					

Benchmark:

Maintain number of hours available for legal assistance.

B. Legal Assistance Coordination Strategy:

Work with ICOA to determine best means for tracking referrals to Idaho Senior Legal Hotline in GetCare

Performance Measure:

Number of referrals to Idaho Senior Legal Hotline

Baseline:

<u>State Fiscal Year (SFY)</u>	<u># of Referrals to Idaho Senior Legal hotline</u>	<u>Educate Focal points about legal assistance</u>
SFY 2016 (July 2015 – June 2016)	N/A	N/A
SFY 2017 (July 2016 – June 2017)	N/A	N/A
SFY 2018 (July 2017 – June 2018)	N/A	N/A
SFY 2019 (July 2018 – June 2019)	N/A	N/A
SFY 2020 (July 2019 – June 2020)		

Benchmark:

Increase utilization of the Idaho Senior Legal Hotline.

Increase education at focal points regarding Legal Assistance Services.

9: Congregate Meals Objective: Increase participation at meal sites to reduce isolation and increase socialization.

Service Description: 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.

Service Eligibility: Seniors 60 years of age or older. Additional eligibility: An adult under 60, whose spouse is 60 or older and receives a meal (**must attend together**), Person with a disability under 60 living in the home with a person 60 or older (**must attend together**), Person under 60 providing volunteer services during the meal hours.

Service Implemented by:

- Ageless Senior Citizens, Inc., 310 Main St. North, Kimberly, ID 83341, (208) 423-4338, Open: Thursday, Friday 9:00 - 2:00

- The Senior Connection, 721 Third Ave. S., Hailey, ID 83333, (208) 788-3468, Open: Monday-Friday 8:00 – 4:00
Lunch served Monday, Tuesday, Wednesday, Thursday & Friday
- Camas County Senior Center, 129 West Willow, Fairfield, ID 83327, (208) 764-2226, Open: Lunch: Tuesday, Wednesday, Friday, Breakfast: Monday-Friday 7:30 – 2:00
- Filer Senior Haven, 222 Main, Filer, ID 83328, (208) 326-4608, Open: Tuesday, Wednesday, Thursday 7:30 – 5:00
- Golden Heritage Senior Center, 2421 Overland, Burley, ID 83318, (208) 878-8646, Open: Monday - Friday 8:00 - 2:00, Tuesday: open till 8:00
- Golden Years Senior Center, 218 N. Rail W., Shoshone, ID 83352, (208) 886-2369, Open: Monday, Tuesday, Wednesday & Friday 8:30 - 3:30 (Monday and Wednesday until 3:00), Lunch: Tuesday, Wednesday, Friday
- Gooding Senior Center, 308 Senior Ave., Gooding, ID 83330, (208) 934-5504, Open: Monday - Thursday 8:30 - 3:30, 1st Saturday of each month breakfast: 7:30 - 10:30
- Hagerman Valley Senior Center, 140 East Lake, Hagerman, ID 83332, (208) 837-6120, Open: Monday, Wednesday, Friday 9:00 – 2:00
- Jerome Senior Citizen Center, 520 North Lincoln, Jerome, ID 83338, (208) 324-5642, Open: Monday - Friday 8:00 – 4:00
- Lorna Reeder Senior Center, 400 West Market, Albion, ID 83311, (208) 673-6210, Open: Wednesday 9:00 - 2:00, Lunch at noon
- Minidoka County Senior Center, 702 11th Street, Rupert, Idaho 83350, (208) 436-9107, Open: Monday - Friday 9:00 – 3:00
- Oakley Valley Senior Citizens, 104 N. Church, Oakley, Idaho 83346, Open: Tuesday 8:00 - noon, Friday 7:00 – 2:00
- Silver & Gold Senior Center, 210 Wilson, Eden, ID 83325, (208) 825-5662, Open: Monday, Wednesday, Friday 8:00 -12:00, Tuesday and Thursday 7:00 – 2:00
- Twin Falls Senior Citizen Federation, 530 Shoshone St., Twin Falls, ID 83303, (208) 734-5084, Open: Monday - Friday 8:00 – 5:00
- Wendell Senior Center, 380 1st Ave. E., Wendell, ID 83355, (208) 536-9951, Open: Monday and Friday 11:00 – 1:00
- West End Senior Citizens Center, 1010 Main, Buhl, ID 83316, (208) 543-4577, Open: Sunday Buffet 11:00 – 3:00, Monday - Thursday 8:00 – 4:00

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	\$82,346	\$242,018	\$324,364
SFY 2017 (July 2016 – June 2017) Actual	\$46,090	\$229,864	\$275,954
SFY 2018 (July 2017 – June 2018) Actual	\$52,046	\$251,876	\$303,922
SFY 2019 (July 2018 – June 2019) Actual	\$49,242	\$286,652	\$335,894
SFY 2020 (July 2019 – June 2020) Budget	\$47,158	\$306,477	\$353,635

A. Congregate Meal Service Delivery Strategy:

- Work with meal sites to determine and control cost per meals. Meals must adhere to the 1/3 daily nutritional guidelines.
- Utilize POMP consumer satisfaction surveys to assess quality of the service

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	3,631	100,746	\$3.22	\$3.21
SFY 2017 (July 2016 – June 2017) Actual	3,224	101,100	\$2.73	\$2.65
SFY 2018 (July 2017 – June 2018) Actual	3,222	101,827	\$2.98	\$2.65
SFY 2019 (July 2018 – June 2019) Actual	3,485	97,625	\$3.44	\$3.10
SFY 2020 (July 2019 – June 2020) Budget				\$3.10

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

Benchmark:

- Determine site meal costs and increase cost effectiveness of meals to expand service capacity
- Increase consumer satisfaction to promote additional participation

B. Congregate Meal Coordination Strategy:

- Work with providers to determine barriers to congregate meal participation
 - Translate registration forms into Spanish
 - Coordinate with dieticians regarding meal planning for special dietary requirements

Performance Measure:

Barriers identified and steps taken for resolution

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Barriers Identified</u>	<u>Steps toward Resolution</u>
SFY 2016 (July 2015 – June 2016)	N/A	N/A
SFY 2017 (July 2016 – June 2017)	Registration Forms in Spanish, special dietary requirements	Barriers identified during area planning process. Will work in SFY 2018 to resolve
SFY 2018 (July 2017 – June 2018)	Cooks needed	Sites hiring new cooks
SFY 2019 (July 2018 – June 2019)		
SFY 2020 (July 2019 – June 2020)		

Benchmark:

Identify barriers to participation in congregate meals for consumers

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:

- Ageless Senior Citizens, Inc., 310 Main St. North, Kimberly, ID 83341, (208) 423-4338, Open: Thursday, Friday 9:00 - 2:00
- The Senior Connection, 721 Third Ave. S., Hailey, ID 83333, (208) 788-3468, Open: Monday-Friday 8:00 – 4:00
Meals delivered Monday, Tuesday, Wednesday, Thursday & Friday
- Filer Senior Haven, 222 Main, Filer, ID 83328, (208) 326-4608, Open: Tuesday, Wednesday, Thursday 7:30 – 5:00
- Golden Heritage Senior Center, 2421 Overland, Burley, ID 83318, (208) 878-8646, Open: Monday - Friday 8:00 - 2:00, Tuesday: open till 8:00
- Golden Years Senior Center, 218 N. Rail W., Shoshone, ID 83352, (208) 886-2369, Open: Monday, Tuesday, Wednesday & Friday 8:30 - 3:30 (Monday and Wednesday until 3:00), Lunch: Tuesday, Wednesday, Friday
- Gooding Senior Center, 308 Senior Ave., Gooding, ID 83330, (208) 934-5504, Open: Monday - Thursday 8:30 - 3:30, 1st Saturday of each month breakfast: 7:30 - 10:30
- Hagerman Valley Senior Center, 140 East Lake, Hagerman, ID 83332, (208) 837-6120, Open: Monday, Wednesday, Friday 9:00 – 2:00

- Jerome Senior Citizen Center, 520 North Lincoln, Jerome, ID 83338, (208) 324-5642, Open: Monday - Friday 8:00 – 4:00
- Minidoka County Senior Center, 702 11th Street, Rupert, Idaho 83350, (208) 436-9107, Open: Monday - Friday 9:00 – 3:00
- Oakley Valley Senior Citizens, 104 N. Church, Oakley, Idaho 83346, Open: Tuesday 8:00 - noon, Friday 7:00 – 2:00
- Silver & Gold Senior Center, 210 Wilson, Eden, ID 83325, (208) 825-5662, Open: Monday, Wednesday, Friday 8:00 -12:00, Tuesday and Thursday 7:00 – 2:00
- Twin Falls Senior Citizen Federation, 530 Shoshone St., Twin Falls, ID 83303, (208) 734-5084, Open: Monday - Friday 8:00 – 5:00
- West End Senior Citizens Center, 1010 Main, Buhl, ID 83316, (208) 543-4577, Open: Sunday Buffet 11:00 – 3:00, Monday - Thursday 8:00 – 4:00
- PurFoods, LLC dba Mom's Meals, mail order fresh-lock packaged meals, 3210 SE Corporate Woods Drive, Ankeny, Iowa 50021, (866) 716-3257

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	\$141,463	\$151,716	\$293,179
SFY 2017 (July 2016 – June 2017) Actual	\$102,156	\$137,119	\$239,275
SFY 2018 (July 2017 – June 2018) Actual	\$84,259	\$177,983	\$262,242
SFY 2019 (July 2018 – June 2019) Actual	\$56,421	\$221,204	\$277,625
SFY 2020 (July 2019 – June 2020) Budget	\$36,514	\$155,499	\$192,013

Home Delivered Meal Service Delivery Strategy:

- Identify potential funding sources
- Determine baseline number of meals to balance budget and service provision
- Work with Outreach to increase rural consumers (See #2 Outreach above)

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	625	86,060	\$3.41	\$3.21
SFY 2017 (July 2016 – June 2017) Actual	516	73,876	\$3.24	\$3.02
SFY 2018 (July 2017 – June 2018) Actual	546	71,417	\$3.67	\$3.02

SFY 2019 (July 2018 – June 2019) Actual	564	70720	\$3.93	\$3.50
SFY 2020 (July 2019 – June 2020) Budget				\$3.50

*Cost includes AAA wages, nutritionist and provider reimbursement.

Demographic Baseline:

<u>Home Delivered Meals 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)	56.31%	47.04%	6.87%	25.12%	18.11%	52.48%
SFY 2017 (July 2016 – June 2017)	57.14%	46.51%	6.97%	31.78%	18.40%	53.10%
SFY 2018 (July 2017 – June 2018)	57.70%	46.70%	7.02%	34.44%	17.41%	50.00%
SFY 2019 (July 2018 – June 2019)	57.70%	50.71%	7.03%	29.79%	17.41%	51.24%
SFY 2020 (July 2019 – June 2020)						

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

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

Benchmark:

Increase numbers for rural consumers.

Maintain or increase current funding levels.

A. Home Delivered Meal Coordination Strategy:

- Expand information available of community resources, such as grocery delivery of deli and other premade meals, restaurant delivery, and promotion of food banks and soup kitchens providing premade meal items.
- Cultivate and encourage informal supports and additional community resources
- Coordinate with health organizations and meal sites to provide preventive healthcare information flyers for delivery with Home Delivered Meals

Performance Measure:

Minimize number on waiting list

Number of healthcare information flyers distributed

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total number of Consumers on Wait list</u>	<u>Number of Information Flyers included with meals</u>
SFY 2016 (July 2015 – June 2016) Actual	0	N/A
SFY 2017 (July 2016 – June 2017) Actual	0	N/A
SFY 2018 (July 2017 – June 2018) Actual	0	N/A
SFY 2019 (July 2018 – June 2019)		
SFY 2020 (July 2019 – June 2020)		

Benchmark:

- Expand community resource options to reduce numbers of consumers on waiting lists
- Provide healthcare information with home delivered meals

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 the 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:

- CSI Over 60 and Getting Fit Program, 315 Falls Ave, Twin Falls, ID 83303, Professor Shelly Wright, Coordinator, (208) 732-6483

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	\$0	\$12,704	\$12,704
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$12,608	\$12,608
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$12,423	\$12,423
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$21,378	\$21,378
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$17,200	\$17,200

Disease Prevention and Health Promotion Service Delivery Strategy:

- Maintain instructor salary support for CSI Over 60 & Getting Fit Classes
- Increase public information and outreach efforts to inform seniors of the benefits of exercise and availability of Over 60 and Getting Fit classes.

Performance Measure:

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

Baseline: (If AAA only has one program, delete the other tables)

Over 60 and Getting Fit

<u>State Fiscal Year (SFY)</u>	<u>Evidence Based Program Expense</u>	<u>Total Unduplicated Clients</u>	<u>Average cost per Client</u>
SFY 2016 (July 2015 – June 2016) Actual	\$12,704	Not Available	Not Available
SFY 2017 (July 2016 – June 2017) Actual*	\$12,608	1,798*	\$7.01
SFY 2018 (July 2017 – June 2018) Actual	\$12,423	1,098	\$11.31
SFY 2019 (July 2018 – June 2019) Actual	\$21,378	1,227	\$17.42
SFY 2020 (July 2019 – June 2020)			

* Units reported in SFY 2017 are units received, not unduplicated clients.

<p>Benchmark:</p> <p>Increase unduplicated number of consumers annually</p> <p>Maintain funding for Over 60 and Getting Fit.</p>
<p>A. Disease Prevention and Health Promotion Coordination Strategy:</p> <ul style="list-style-type: none"> • Work with ICOA to apply for funding for additional Health Promotion programs • Work with community partners to implement new programs and seek sources of funding for sustainability • Promote education based training with University of Idaho Extension Office –Eat Smart Idaho
<p>Performance Measure:</p> <p>Implement new health promotion programs.</p>
<p>Baseline:</p> <p>None</p>
<p>Benchmark:</p> <p>Expand health promotion program opportunities</p>

<p>12: National Family Caregiver Support Program (NFCSP) Objective: To strengthen the Idaho’s Family Caregiver Support Program.</p>
<p>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:</p> <ol style="list-style-type: none"> 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.
<p>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 diseases or disorders, (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.</p>
<p>Service Implemented by:</p> <ul style="list-style-type: none"> • Addus Health Care, 164 River Vista Pl. Twin Falls, ID 83301, (208) 733-9100 • Abigail’s In-Home Care, 1711 Overland Ave # C, Burley, ID 83318, Phone: (208) 878-7777 • An Angel’s Touch In-Home Care, 430 Nicole Drive, Jerome, ID 83338, (208) 324-5605 • The Senior Connection (Blaine County Senior Center), 721 3rd Ave S., Hailey, ID 83333, (208) 788-3468 • Havenwood, 246 Main St., Gooding, ID 83330, (208) 221-9137 • Jewel’s Home Care, 1201 Falls Ave E, Suite 36, Twin Falls, ID 83301, (208) 733-6849 • Julie’s Premier Home Care, 1201 Falls Ave E, Suite 36, Twin Falls, ID 83301, (208) 280-0324

- Living Independent Network Corporation (LINC), 1182 Eastland Dr. N., Suite C, Twin Falls, ID 83301, (208) 733-1712
- Loving Hands, 560 Filer Ave, Suite D, Twin Falls, ID 83301, (208) 734-3001
- Mini-Cassia Hearts 4 Seniors, 135 E 23rd Dr, Burley, ID 83318, Phone: (208) 312-5715
- R.I.T.E.S, 1200 Overland Ave, Lower Level Ste 1, Burley, ID 83318, (208) 678-2337
- Stone Bridge Assisted Living, 110 River Rock Place, Hagerman ID 83332, (208) 837-4153
- Vision Home Care, 1770 Park View, Twin Falls, ID 83301, (208) 732-8100

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	\$4,411	\$120,879	\$125,290
SFY 2017 (July 2016 – June 2017) Actual	\$31,139	\$91,944	\$123,083
SFY 2018 (July 2017 – June 2018) Actual	\$35,776	\$83,045	\$118,821
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$152,755	\$152,755
SFY 2020 (July 2019 – June 2020) Budget	\$29,296	\$112,257	\$141,553

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.

National Family Caregiver Support Program (NFCSP) Service Delivery Strategy:

Respite:

Implement consumer satisfaction surveys to be completed every other year

Determine the standard number of hours of respite care which will effectively meet the need of the caregiver

Counselling and Support Groups (Caregiver Support Group, Grandparents as Parents):

Implement consumer satisfaction surveys to be completed every year

Performance Measure:

- Efficiencies = Average cost per consumer.
- Effectiveness = Total consumers, total program cost, average # of hours or occurrences, 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	\$29,689	N/A
SFY 2017 (July 2016 – June 2017) Actual	\$30,215	N/A
SFY 2018 (July 2017 – June 2018) Actual	\$32,453	N/A
SFY 2019 (July 2018 – June 2019) Actual	\$32,768	N/A
SFY 2020 (July 2019 – June 2020) Budget	\$27,693	N/A

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	\$30,537	1,261	\$24.22
SFY 2017 (July 2016 – June 2017) Actual	\$30,563	1,118	\$27.34
SFY 2018 (July 2017 – June 2018) Actual	\$29,560	922	\$32.06
SFY 2019 (July 2018 – June 2019) Actual	\$32,807	1,433	\$22.89
SFY 2020 (July 2019 – June 2020) Budget	\$37,217		

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	\$21,835	Not Available	Not Available	Not Available
SFY 2017 (July 2016 – June 2017) Actual	\$14,238	Not Available	Not Available	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$13,329	11	11	\$1,212
SFY 2019 (July 2018 – June 2019) Actual	\$20,301	84	245	\$242
SFY 2020 (July 2019 – June 2020) Budget	\$18,448			

4. Respite

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>	<u>Number of Unduplicated Clients Served</u>	<u>Number of Hours</u>	<u>Program Expense per Hour</u>
SFY 2016 (July 2015 – June 2016) Actual	N/A	N/A	\$125,290	39	3,324	\$37.69
SFY 2017 (July 2016 – June 2017) Actual	N/A	N/A	\$123,083	26	3,393	\$36.28
SFY 2018 (July 2017 – June 2018) Actual	\$35,776	\$5,153	\$40,929	36	2,885	\$14.19
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$63,570	\$63,570	43	3,540	\$17.96

SFY 2020 (July 2019 – June 2020) Budget	\$29,296	\$28,899	\$58,195			
5. Supplemental Service (Limited Basis)						
Caregiver Home Modification						
<u>Baseline:</u>						
<u>State Fiscal Year (SFY)</u>	<u>Federal</u>					
SFY 2016 (July 2015 – June 2016) Actual	\$3,305					
SFY 2017 (July 2016 – June 2017) Actual	\$1,376					
SFY 2018 (July 2017 – June 2018) Actual	\$2,549					
SFY 2019 (July 2018 – June 2019) Actual	\$3,309					
SFY 2020 (July 2019 – June 2020) Budget	\$0					
<u>Benchmark:</u>						
Respite:						
<ul style="list-style-type: none">• Reduce or eliminate waiting lists• Determine standard number of service hours per consumer for the area.						
Counseling and Support Groups:						
<ul style="list-style-type: none">• Increased customer satisfaction						
<u>NFCSP Coordination Strategy:</u>						
Adopt and strengthen referral process with community partners to identify caregivers in need						
<u>Performance Measure:</u>						
Number of community partner referrals sources for caregiver services						

Baseline:

	<u>Number of Referral Partners</u>
SFY 2016 (July 2015 – June 2016)	N/A
SFY 2017 (July 2016 – June 2017)	1
SFY 2018 (July 2017 – June 2018)	2
SFY 2019 (July 2018 – June 2019)	3
SFY 2020 (July 2019 – June 2020)	

Benchmark:

Increase number of community partners by 1 each year.

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:

- CSI Office on Aging (Area IV Agency on Aging), 315 Falls Avenue, Twin Falls, (208) 736-2122 or (800) 574-8656, open Monday through Friday, 8:00 am until 5:00 pm (closed noon to 1:00 for lunch)

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	\$0	\$17,914	\$17,914
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$23,334	\$23,334
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$19,915	\$19,915
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$18,723	\$18,723
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$21,000	\$21,000

A. SMP Service Delivery Strategy:

Expand SMP Program by recruiting volunteers to increase number of group presentations, community events, and one-to-one counseling sessions. Use volunteer websites, such as JustServe.org, and Facebook postings, for volunteer recruitment and retention.

Performance Measure:

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

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Volunteers</u>	<u>Group Presentations</u>	<u>Community Events</u>	<u>One-to-one Counseling</u>
SFY 2016 (July 2015 – June 2016) Actual	3	86	24	37
SFY 2017 (July 2016 – June 2017) Actual	2	80	16	25
SFY 2018 (July 2017 – June 2018) Actual	2	61	21	14
SFY 2019 (July 2018 – June 2019) Actual	3	49	30	28
SFY 2020 (July 2019 – June 2020)				

Benchmark:

- Recruit and retain four volunteer positions
- 80 group presentations annually
- 25 one-on-one counseling sessions annually

B. SMP Coordination Strategy:

Make contact with Senior Centers, Assisted Living facilities, and senior apartments for presentations and promote establishing these sites as partners to help recruit volunteers, distribute SMP newsletters, and provide fraud prevention information to their consumers or residents.

Performance Measure:

Increased number of community partners

Baseline:

<u>Contract Year</u>	<u>Number of Partners</u>
2016 (May 2015 – May 2016)	2
2017 (May 2016 – May 2017)	4
2018 (May 2017 – May 2018)	4
2019 (May 2018 – May 2019)	4
2020 (May 2019 – May 2020)	

Benchmark:

Increase community partners for recruiting volunteers and distribution of SMP materials

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.

Baseline:		
<u>Contract Year</u>	<u>Number of applications submitted</u>	<u>Number of Outreach contacts</u>
2016 (Sept. 2015 – Sept. 2016)	35	75
2017 (Sept. 2016 – Sept. 2017)	31	79
2018 (Sept. 2017 – Sept. 2018)	20 (37 referred to IDHW)	73
2019 (Sept. 2018 – Sept. 2019)	10 (32 IDHW referrals)	205
2020 (Sept. 2019 – Sept. 2020)		
Benchmark:		
Increased number of applicants through outreach to participants during public awareness events		

Focus Area C: Older Americans Act (OAA)

Participant-Directed/Person-Centered Planning

ICOA Goal: Integrate person-centered planning into existing service delivery system.
1: Participant-Directed/Person-Centered Planning Objective: To define and implement person centered processes with aging and disability network partners.
Service Description: 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.
Service Eligibility: General public needing long-term care services and supports.
Service Implemented by: <ul style="list-style-type: none"> CSI Office on Aging (Area IV Agency on Aging), 315 Falls Avenue, Twin Falls, (208) 736-2122 or (800) 574-8656, open Monday through Friday, 8:00 am until 5:00 pm (closed noon to 1:00 for lunch)
A. Participant-Directed/Person-Centered Planning Service Delivery Strategy:
Identify best practices from organizations that provide Person-Centered Planning.
Performance Measure:
Best practices.
Baseline:
Establish best practices in conjunction with community partners such as LINC
Benchmark:
Implement Person-Centered- Planning standard practices at the CSI Office on Aging.
B. Participant-Directed/Person-Centered Planning Coordination Strategy:
Coordinate with LINC to train AAA staff to work with individuals who have various types of disabilities.
Performance Measure:
Number of AAA trained staff.
Baseline:
None

Benchmark:

Complete Person-Centered Planning training with aging and disability network partners.

Focus Area D: Elder Justice

ICOA Goal: Ensure all older individuals have access to OAA and SSA Elder Justice Services.

1: Ombudsman Objective: To develop Idaho specific policies and procedures to comply with new Older Americans Act (OAA) Ombudsman rules.

Service Description: The Ombudsman funds are used to:

- (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;
- (B) provide services to assist the residents in protecting the health, safety, welfare, and rights of the residents;
- (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);
- (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;
- (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;
- (F) provide administrative and technical assistance to entities designated under paragraph (5) to assist the entities in participating in the program;
- (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:

- CSI Office on Aging (Area IV Agency on Aging), 315 Falls Avenue, Twin Falls, (208) 736-2122 or (800) 574-8656, open Monday through Friday, 8:00 am until 5:00 pm (closed noon to 1:00 for lunch)

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	\$68,473	\$11,130	\$79,603
SFY 2017 (July 2016 – June 2017) Actual	\$72,636	\$7,581	\$80,217
SFY 2018 (July 2017 – June 2018) Actual	\$89,114	\$10,983	\$100,097
SFY 2019 (July 2018 – June 2019) Actual	\$114,819	\$14,034	\$128,853
SFY 2020 (July 2019 – June 2020) Budget	\$117,241	\$9,372	\$126,613

Ombudsman Service Delivery Strategy:

- Implement the policy and procedures developed by the State Ombudsman in accordance with the new Older Americans Act (OAA) Ombudsman rules
- Adapt local policy and procedures to reflect State policy and procedure changes in the new OAA Ombudsman rules
- Attend trainings provided by the State Ombudsman Program regarding implementation of changes in policy and procedures in regards to the new OAA Ombudsman rules
- Train Ombudsman staff and volunteers on changes to state policy and procedures

Performance Measure:

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

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Number of Ombudsman</u>	<u>Number of Skilled Nursing Facilities</u>	<u>Number of Assisted Living Facilities</u>	<u>Total Number of Beds</u>	<u>Average Bed Count per Ombudsman</u>	<u>Total Volunteer Ombudsman</u>	<u>Total Information and Education Presentation</u>
SFY 2016 (July 2015 – June 2016) Actual	1.49	N/A	N/A	1,897	1,273	7	24
SFY 2017 (July 2016 – June 2017) Actual	1.49	N/A	N/A	1,762	1,183	8	19
SFY 2018 (July 2017 – June 2018) Actual	2.19	12	45	1,953	921	8	10
SFY 2019 (July 2018 – June 2019) Actual	2.49	11	41	1,889	921	17	20
SFY 2020 (July 2019 – June 2020) Budget	2			1,886	921		

Five Most Frequent Complaint Areas and Corresponding Number of Complaints (SFY 2016): Data comes from GetCare report, Custom Export

<u>SFY16</u>		<u>SFY17</u>		<u>SFY18</u>		<u>SFY19</u>		<u>SFY20</u>	
<u>Type of Complaint</u>	<u>Total Complaints</u>	<u>Type of Complaint</u>	<u>Total Complaints</u>	<u>Type of Complaint</u>	<u>Total Complaints</u>	<u>Type of Complaint</u>	<u>Total Complaints</u>	<u>Type of Complaint</u>	<u>Total Complaints</u>
Care	54	Discharge/Eviction #19	14	Discharge/Eviction #19	32	C-19 discharge/eviction: planning, notice, procedure	35		
Dietary	21	Personal Hygiene #45	9	Medication #44	22	F-44 medications: administration, organization	21		
Environment	18	Medication #44	8	Food Service #71	15	D-26 dignity, respect, staff attitudes	12		
Autonomy, Choice, Exercise of Rights, Privacy	17	Failure to Respond #41	7	Failure to Respond #41	12	C-19 discharge/eviction: planning, notice, procedure	11		
Abuse, Gross Neglect, Exploitation	14	Food #71	7	Cleanliness #78 and Dignity #26	12	F-41 failure to respond to requests for assistance	10		

Benchmark:

- Provide 20 hours of continued education training annually for volunteers and staff
- Establish local policies and procedure to incorporate new federal guidelines

Ombudsman Coordination Strategy:

- Make regular quarterly visits to Region IV Assisted Living Facilities and Nursing Homes and providing education to residents and their families/legal representatives of their rights afforded them by the OAA and the services provided through the Ombudsman Program

<ul style="list-style-type: none"> Provide educational presentation to Individuals, facility staff, health care providers, CSI CNA training Programs, The Social Work Program and The Nursing Program on Resident Rights and changes to the OAA and how the changes affects the residents and the facilities responsibility
<u>Performance Measure:</u> Number of consultations Number of quarterly visits Number of facility educational presentations
<u>Baseline:</u>
<u>Benchmark:</u> <ul style="list-style-type: none"> Maintain quarterly visits to each facility annually Maintain the number of educational presentations for facilities and others

2: State Adult Protective Services Objective: To ensure that adult protective services are consistently implemented statewide to prevent abuse, neglect and exploitation.

Service Description: State Adult Protective 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, or the failure of a vulnerable adult to provide those services for him/herself.
- 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:

CSI Office on Aging (Area IV Agency on Aging), 315 Falls Avenue, Twin Falls, (208) 736-2122 or (800) 574-8656, open Monday through Friday, 8:00 am until 5:00 pm (closed noon to 1:00 for lunch)

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

State Fiscal Year (SFY)	State	Federal	Total
SFY 2016 (July 2015 – June 2016) Actual	\$124,453	\$0	\$124,453
SFY 2017 (July 2016 – June 2017) Actual	\$152,591	\$0	\$152,591
SFY 2018 (July 2017 – June 2018) Actual	\$145,386	\$0	\$145,386
SFY 2019 (July 2018 – June 2019) Actual	\$160,194	\$0	\$160,194
SFY 2020 (July 2019 – June 2020) Budget	\$131,628	\$0	\$131,628

A. Adult Protective Service Delivery Strategy:

Provide presentations to local businesses, organizations, agencies, and facilities to inform and educate the public on Adult Protective Services using ICOA approved presentation to reduce number of incidents of abuse, neglect, self-neglect and exploitation.

Performance Measure:

Number of annual presentations and informing mandatory reporters of the online reporting tool.

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 Presentation</u>
SFY 2016 (July 2015 – June 2016) Actual	80	58	47	72	48	25
SFY 2017 (July 2016 – June 2017) Actual	94	65	26	78	38	24
SFY 2018 (July 2017 – June 2018) Actual	87	72	41	71	36	16
SFY 2019 (July 2018 – June 2019) Actual	71	58	30	69	42	15
SFY 2020 (July 2019 – June 2020)						

Benchmark:

Maintain or increase educational presentations regarding Adult Protective Services annually to reduce number of incidents of abuse, neglect, self-neglect and exploitation. For the SFY 2020, the number of APS presentations will increase from SFY 2019 due to APS providing training on the online reporting tool to mandatory reporters.

B. Adult Protective Services Coordination Strategy:

Partner with Gatekeepers who will alert AAA staff of concerns for community residents from business, such as Utility Companies, Banks, First Responders, Hospitals, etc. Expand Gatekeeper connections. Being a Gatekeeper provides a business a quick referral process and easy way to report concerns of abuse, neglect (including self-neglect), or exploitation. SFY 2020: Continue to partner with and expand community gatekeepers to ensure APS will receive reports of abuse, neglect, self-neglect, and exploitation. GetCare database identifies which APS referrals were made using the online reporting tool and if the reporter was mandated. Additional gatekeepers now include Molina and Blue Cross Care Coordinators, who are aware of the online reporting tool.

Performance Measure:

Number of organizations providing Gatekeeper activities

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Gatekeeper Organizations</u>
SFY 2016 (July 2015 – June 2016)	1
SFY 2017 (July 2016 – June 2017)	2
SFY 2018 (July 2017 – June 2018)	4
SFY 2019 (July 2018 – June 2019)	6
SFY 2020 (July 2019 – June 2020)	

Benchmark:

Increase Gatekeeper partners from 2 currently (Idaho Power and the Twin Falls Fire Department) to 4 in the first year and by 2 annually in additional years. GetCare database identifies which APS referrals were made using the

online reporting tool and if the reporter was mandated. Additional gatekeepers now include Molina and Blue Cross Care Coordinators, who are aware of the online reporting tool.

ATTACHMENT B

SFY 2019 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 – June 30, 2020 and reference explanation is provided below**):

Idaho Intrastate Funding Formula										SFY 2020		Adopted April 30, 2013									
OAA Title III Funds (not including Title VII) and State of Idaho General Funds												Effective July 1, 2019					Updated: 5/10/2019				
Total OAA Federal Funds										\$ 6,018,393							\$ 601,839				
Total State Funds										\$ 3,977,100							\$ 397,710				
Total Funds										\$ 9,995,493							\$ 5,416,554				
Less 10% Base Amount of Federal and State Funds										\$ 999,549							\$ 3,579,390				
Balance to be Distributed by Formula:										\$ 8,995,944							\$ 9,995,493				
PSA	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										
	2018 TOTAL PSA POPULATION																				
	TOTAL PERSONS AGED 60+ IN PSA																				
	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	2,335	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	23,559	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	\$ 397,391	\$ 1,166,848					
TOTAL	1,715,943	368,742	21,102	61,577	13,082	15,894	121,820	104,049	28,607	366,131		\$ 601,839	\$ 397,710	\$ 5,416,554	\$ 3,579,390	\$ 9,995,493					
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.

Column 1	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.
Column 2	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.
Column 3	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.
Column 4	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.
Column 5	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.
Column 6	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.
Column 7	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.
Column 8	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.
Column 9	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.
Column 10	Column 10 sums each row for columns 3 - 9 and identify the total "Weighted Elderly Population (At Risk)" per PSA.
Column 11	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.
Column 12	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.
Column 13	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.
Column 14	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.
Column 15	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.
Column 16	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.

ATTACHMENT D

AAA ORGANIZATION CHART INCLUDING AAA'S GOVERNING BODY



Attachment F

Poverty Guidelines
(State Fiscal Year 2020)
(July 1, 2019 – June 30, 2020)

Idaho Commission on Aging

Department of Health and Human Services 2019 Poverty Guidelines:

Persons In Family or Households	100% Poverty	125 % Poverty	150 % Poverty
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
Families with more than 8 persons:	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 E

SLIDING FEE SCALE
(State Fiscal Year 2020)
(July 1, 2019 – June 30, 2020)

SLIDING FEE SCALE					
<p>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.</p> <p>Circle the client's income range, then circle the Percentage of the hourly fee the client will be required to pay.</p>					
Client's Name:		Date:			
MONTHLY INCOME	ANNUAL INCOME	FEE	HMK FEE	RESPITE FEE	ADULT DAY CARE FEE
Individual Income					
\$1,041.00 - \$1,041.00	\$12,490.00 - \$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%	_____%	_____%	_____%
TWO Persons in					
\$1,409.00 - \$1,409.00	\$16,910.00 - \$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%	_____%	_____%	_____%
THREE Persons in					
\$1,778.00 - \$1,778.00	\$21,330.00 - \$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%	_____%	_____%	_____%
FOUR Persons in					
\$2,146.00 - \$2,146.00	\$25,750.00 - \$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					

Attachment I

PSA IV 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>Margie Alexander</u>										
County of Residence: <u>Twin Falls</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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: <u>June Ballard</u>										
County of Residence: <u>Camas</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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					x

Advisory Council Member's Name: <u>Cynthia Caddy</u>										
County of Residence: <u>Twin Falls</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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			

Area Agency on Aging IV: Attachment I Advisory Council, Oct. 2017- Sept. 2021 Area Plan

Advisory Council Member's Name: <u>Lori Capps</u>										
County of Residence: <u>Twin Falls</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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: <u>Berdell Lesneski</u>										
County of Residence: <u>Gooding</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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	x					X

Advisory Council Member's Name: <u>Leonard Martin</u>										
County of Residence: <u>Minidoka</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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	X					X

Advisory Council Member's Name: <u>Mike Mathews</u>										
County of Residence: <u>Twin Falls</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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: <u>Tamara Stricker</u>										
County of Residence: <u>Twin Falls</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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: <u>Carole Stennett</u>										
County of Residence: <u>Twin Falls</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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: <u>Jackie Frey</u>										
County of Residence: <u>Twin Falls</u>										
Beginning Term Date: <u>2/2018</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participate s in OAA Program	Minority	Reside s in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	Genera l Public
			X	X	X		X			

Advisory Council Member's Name: <u>Nora Wells</u>										
County of Residence: <u>Twin Falls</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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		X	

Advisory Council Member's Name: <u>Lois Adams</u>										
County of Residence: <u>Jerome</u>										
Beginning Term Date: <u>2/2019</u>										
Ending Term Date: <u>2/2022</u>										
Select <u>all</u> 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	X					X

Advisory Council Member's Name: <u>Gene Turley</u>										
County of Residence: <u>Twin Falls</u>										
Beginning Term Date: <u>8/2017</u>										
Ending Term Date: <u>8/2020</u>										
Select <u>all</u> 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		

ATTACHMENT P

List of Public and Private Long-term Care Programs, Options, Service Providers and Resources

Assisted Living Facilities

City	Facility Name	Address	Telephone
Bellevue	Bell Mt. Village	620 N. 6th	(208) 788-7180
Buhl	Applegate Retirement	1541 E 4250 N	(208) 543-4020
Buhl	Evergreen Place Assisted Living	1043 Burley Ave	(208) 543-2800
Buhl	River Rock Assisted Living	1063 Burley Ave	(208) 543-5161
Buhl	Woodland Retirement	19937-C US Hwy #30	(208) 543-9050
Burley	Highland Estates	2050 Highland Ave	(208) 678-4411
Burley	Rosetta Hiland	1919 Hiland	(208) 677-5451
Burley	Diamond Peak	1703 Almo Ave	(208) 678-2955
Burley	Pomerelle	1301 Bennett St.	(208) 677-8212
Filer	Cedar Draw Living	4094 N 2100 E	(208) 326-3342
Gooding	DeSano Place-Gooding	545 Nevada St.	(208) 934-4623
Gooding	Diamond Peak	745 California	(208) 934-5506
Hagerman	Stone Bridge Assisted Living	110 River Rock Place	(208) 837-4153
Hailey	Silver Creek	31 E McKercher Blvd	(208) 806-0330
Jerome	Ashley Manor-Jerome	101 15th Ave E	(208) 324-1354
Jerome	Creekside Care Center	222 6th Ave W	(208) 324-4941
Jerome	DeSano Place Lodge	1015 E. K Ave Bldg B	(208) 324-2675
Jerome	DeSano Village Memory Care	1015 East K Ave Bldg A	(208) 595-1589
Kimberly	Alpine Manor II	100 Polk St E	(208) 423-5417
Kimberly	Ashley Manor-Kimberly	1012 Buttercup Trail	(208) 423-5971
Rupert	Autumn Haven Inc	924 Christian Way	(208) 436-3200
Shoshone	DeSano Place-Shoshone	218 West B St.	(208) 886-7665
Twin Falls	Alpine Manor	1135 Imperial St.	(208) 734-1794
Twin Falls	Ashley Manor-Twin Falls #I	1818 Parkview Drive	(208) 933-4404
Twin Falls	Ashley Manor-Twin Falls #II	1814 Parkview Drive	(208) 933-4406
Twin Falls	Birchwood Retirement	641 Rim View Drive	(208) 734-4445
Twin Falls	Bridgeview Assisted Living	1828 Bridgeview Drive	(208) 736-3933
Twin Falls	Brookdale	1367 Locust St. N.	(208) 735-0700
Twin Falls	Canyons Retirement	1215 Cheney Dr. W	(208) 358-9624
Twin Falls	Cenoma House	1930 Heyburn Ave E.	(208) 736-7471
Twin Falls	Chardonnay (2 buildings)	1045 Carriage Lane	(208) 736-4808
Twin Falls	Country Cottage	3656 N 2500 E	(208) 736-1856
Twin Falls	Desert Rose	983 Gallup Drive	(208) 734-1866
Twin Falls	Grace AL/Independent/Memory Care	1803 Parkview Drive	(208) 736-0808

Twin Falls	Harmony Place	3808 N, 2538E	(208) 736-5705
Twin Falls	Heritage Retirement	622 Filer Ave W.	(208) 733-9064
Twin Falls	Northern Lights	964 Blake St. N.	(208) 734-3537
Twin Falls	Rosetta Eastridge	1177 Eastridge Circle	(208) 734-9422
Twin Falls	Syringa Place	1880 Harrison St. N.	(208) 733-7511
Twin Falls	Willowbrook Assisted Living	1871 Julie Lane	(208) 736-3727
Wendell	Safe Haven-Magic Valley Manor	210 N. Idaho St.	(208) 536-6623
Wendell	Stone Bridge Assisted Living	465 Shoshone	(208) 536-9953

Skilled Nursing Facilities

City	Facility Name	Address	Telephone
Buhl	Desert View Care Center	820 Sprague Ave	(208) 543-6401
Burley	Mini-Cassia Care Center	1729 Miller Ave	(208) 678-9474
Burley	Parke View Rehabilitation & Care Center	2303 Parke Ave	(208) 677-3073
Gooding	Bennett Hills	1220 Montana	(208) 934-5601
Bellevue	Bell Mountain Village (2 Buildings)	620 North 6th Street	(208) 788-7180
Kimberly	Oak Creek Rehabilitation	500 E. Polk St.	(208) 423-5591
Rupert	Countryside	1224 8th St.	(208) 436-0481
Shoshone	Lincoln Country Care	511 East 4th St.	(208) 886-2228
Twin Falls	Bridgeview Estates	1828 Bridgeview Blvd	(208) 736-3933
Twin Falls	Serenity Healthcare LLC	1134 Cheney Dr W	(208) 788-3490
Twin Falls	Twin Falls Care Center	674 Eastland Drive	(208) 734-4264

IN-HOME SERVICE PROVIDERS

HH = Home Health
HOSP = Hospice
IR = Intensive Respite
HMK = Homemaker

City	Agency Name	HH	HOSP	IR	HMK	Address	Service Areas	Telephone
Buhl	Idaho Home Health & Hospice (Buhl)	x	x			1007 Main St.		(208) 543-2273
Burley	Abigail's In-home Care				x	1711 Overland Ave, Suite C	Mini-Cassia area	(208) 878-7777
Burley	Horizon Home Health Hospice (Burley)	x	x		x	2311 Park Ave #10	Mini-Cassia area	(208) 678-8500
Burley	Intermountain Home Care	x			x	2303 Parke Ave	Mini-Cassia area	(208) 678-8844
Burley	R.I.T.E.S., Inc.			x	x	1200 Overland Ave Suite 1	Mini-Cassia area	(801) 499-3882
Gooding	Havenwood Home Care			x	x	246 Main Street	Magic Valley	(208) 358-4772
Hailey	Blaine County Senior Connection			x	x	721 3rd Ave S	Blaine & Lincoln Counties	(208) 788-3468
Hailey	Idaho Home Health & Hospice (Hailey)	x	x			141 Citation Way, Suite #2		(208) 788-6030
Jerome	An Angel's Touch In-home Care			x	x	430 Nicole Drive		(208) 324-5605
Rupert	Comfort Keepers				X	529 F St. Ste D	Mini-Cassia area	(208) 434-8888
Rupert	Idaho Home Health & Hospice (Rupert)	x	x			418 Oneida	Mini-Cassia area	(208) 436-5855
Rupert	Minidoka Memorial Home Care			x	x	1218 9th St.	Mini-Cassia area	(208) 436-9019
Rupert	Minidoka Memorial Home Health	x				1218 9th St. Suite 4	Mini-Cassia area	(208) 436-9019
Twin Falls	A Caring Hand			x	x	1031 Eastland Dr. Ste #2	*Mini-Cassia area	(208) 736-4903
Twin Falls	Addus Health Care			x	x	164 River Vista Place	*Mini-Cassia area	(208) 733-9100
Twin Falls	Alliance Home Health & Hospice	x		x		218 Falls Ave, Suite A		(208) 733-2234
Twin Falls	Brightstar				x	131 Main Ave E, Suite 1	*Mini-Cassia area	(208) 733-8000
Twin Falls	Comfort Keepers			x	x	257 4th Ave. N	*Mini-Cassia area	(208) 733-8988

Twin Falls	Encompass Home Health	x		x	1411 Falls Ave E.	Magic Valley	(208) 733-8600
Twin Falls	Harrison's Hope		x		401 Gooding St N Suite 107		(208) 944-2021
Twin Falls	Healthy Living Home Health	x			1182 Eastland Dr N, Ste B		(208) 521-0753
Twin Falls	Heritage Home Health Hospice	x	x	x	1219 Cheney Dr W	50 mile rad of TF	(208)410-4040
Twin Falls	Horizon Home Health Hospice	x	x	x	1411 Falls Ave E		(208) 733-2840
Twin Falls	Hospice Visions		x		1770 Park View Drive	Magic Valley	(208) 735-0121
Twin Falls	Idaho Home Health & Hospice (Twin Falls)	x	x		826 Eastland Drive		(208) 734-4061
Twin Falls	Jewel's Home Care			x	1201 Falls Ave E, Ste 36	*Mini-Cassia area	(208) 733-6849
Twin Falls	Julie's Premier Home Care			x	527 Woodland Drive	*Mini-Cassia area	(208) 280-0324
Twin Falls	LINC			x	1182 Eastland Dr N, Ste C	*Mini-Cassia area	(208) 733-1712
Twin Falls	Loving Hands			x	628 Madison Circle		(208) 734-3001
Twin Falls	MJ Home Care			x	475 Polk St #5		(208) 948-5366
Twin Falls	St. Lukes Magic Valley HomeCare & Hospice	x	x		601 Poleline Rd.		(208) 814-7600
Twin Falls	Visions Home Care			x	1770 Park View Drive		(208) 732-8100
Twin Falls	Visions Home Health	x		x	1770 Park View Drive		(208) 732-5365

Senior Only Housing

City	Complex Name	Address	Office Hours	Pets Possible	Phone
Buhl	Lincoln Court Apts	1310 Main Street	9-5 M-F	Yes	(208) 543-6171
Buhl	Sawtooth Manor	315 8th Ave N	9-12 M-F	Yes	(208) 543-0904
Buhl	Sawtooth Villa	556 Sawtooth	9-12 M-F	Yes	(208) 543-0904
Burley	Goose Creek Manor	733 22nd Street	8-5 M-F	Yes	(208) 678-9429
Burley	Poplar Grove Apts	2233 Almo Ave	9-5 M-F	Yes	(208) 678-9429
Filer	Sunset Manor #1	617 Main Street	8-5 M-F	Yes	(208) 326-4053
Gooding	Alturus Courts	335 3rd Ave E	9-5 M-F	Yes	(208) 934-8050
Gooding	Garden Courts	209 3rd Ave W	9-5 M-F	Yes	(208) 934-8050
Gooding	Sunrise Apts	401 Idaho Street	9-5 M-F	Yes	(208) 934-8050
Gooding	Gracehill Apts	1447 Idaho Street	8-11:30 M-F	Yes	(208) 934-4986
Hailey	Summit A	1555 W Galena	9-2 MTR 9-11:30 WF	Yes	(208) 788-2134
Hailey	Summit B	251 Carbonet Dr	9-2 MTR 9-11:30 WF	Yes	(208) 788-2134
Hailey	Sunnyside I	620 Willow Dr.	8-1 M-F	Yes	(208) 788-9021
Hailey	Sunnyside II	1661 Woodside Blvd	8-1 M-F	Yes	(208) 788-9021
Hazelton	Syringa Estates	380 5th Street	8:30-1pm M-F	Yes	(208) 829-4206
Heyburn	Mountain View East Apts	461 14th Street	9-5 M-F	Yes	(208) 678-9141
Kimberly	Kimberly Sunset Manor	125 Spruce Street	8-5 T & R	Yes	(208) 423-5122
Rupert	C Street Manor	410 C Street	9-3 M-F	Yes	(208) 436-3763
Rupert	Sunset Manor VI	210 15th Street	8-12 M-F	Yes	(208) 436-1380
Twin Falls	Devon Apartments	1338 N College Rd	9-1:30 M-F	Yes	(208) 735-2224
Twin Falls	Gleneagles Apts	1846 Harrison St N	9-2 M-R	Yes	(208) 735-0308
Twin Falls	Pioneer Square Apts	200 2nd Street S	8:30-4 M-R 8:30-11 Fri	Yes	(208) 733-5765
Twin Falls	River Ridge Apts	640 Filer Ave W	8am-8pm M-S	Yes	(208) 339-0389
Twin Falls	Sunnyview Apts	1779 Addison Ave E	8:30-4 M-R 8:30-11 Fri	Yes	(208) 733-5765
Twin Falls	Valley Vista Village	653 Rose Street N	7-5:30 M-F	Yes	(208) 733-3500
Wendell	Autumn Lane Apts	105 1st Ave E	9-4 M & R or 1-4 Weds	Yes	(208) 536-2730

Low-Income Housing

City	Complex Name	Address	Office Hours	Pets Possible	Phone
Buhl	Meadow Brook Apts	315 Clear Lakes Rd	1-5 M-F	Yes	(208) 543-8833
Burley	Sawtooth Village	1220 E 16th Street	8-5 M-F	Yes	(208) 678-9429
Fairfield	D&G Apartments	228 W Menard Ave	9-5 M-F	Yes	(208) 764-2534
Filer	Casa Grande	409 Hwy 30	8-5 M-F	Yes	(208) 326-4053
Gooding	Evergreen Village Apts	2150 Main Street	8-5 M-F	Yes	(208) 934-8141
Gooding	Parkview Court	337 2nd Ave	9-5 M-F	Yes	(208) 934-8050
Hailey	Sunnyside Apts I	620 Willow Drive	8-4:30 M-F	Yes	(208) 788-9021
Hailey	Snow Mountain Apts	2011 Woodside Blvd	7-5:30 M-R	Yes	(208) 788-2395
Hailey	Sunnyside Apts II	1661 Woodside Blvd	8-4:30 M-F	Yes	(208) 788-9021
Hailey	Baldy View Apartments I	1771 Woodside Blve	8-5 M-F	Yes	(208) 788-5737
Hailey	Baldy View Apartments II	731 Red Ash Drive	8-5 M-F	Yes	(208) 788-5737
Hailey	Tanglewood Apts	2781 Winterhaven Drive	8-12 M-F	Yes	(208) 578-7820
Hailey	Valley View Apts	800 2nd Ave N	10-11am M-F	Yes	(208) 788-3883
Jerome	Prestwick Apartments	1285 S Lincoln	9-5 M-F	Yes	(208) 324-0572
Jerome	Windwood	921 Davis Street	8-5 MWF	Yes	(208) 324-4929
Richfield	Sawtooth Lodges	285 W Kootnai Ave	9-5 M-F	Yes	(208) 544-2424
Rupert	Colonial Townhouse Apts	1724 D Street	9-12 M-F	Yes	(208) 436-0249
Rupert	Valley Park Apts	309 Pashermakay Ct	9-5 M-F	Yes	(208) 436-5882
Shoshone	Riverside Estates	504 E 5th Street	9-5 M-F	Yes	(208) 544-2424
Twin Falls	Honey Locust Apts	797 Honey Locust Lane	9-5 M-R or 9-12 F	Yes	(208) 734-4334
Twin Falls	Carriage Lane Apts	2510 Whispering Pine Dr	7:30-2:30 MTRF or 11-6 W	Yes	(208) 735-2111
Twin Falls	Cherrywood Apts	2026 Elizabeth Blvd	9-5 MW or 1-5 W	Yes	(208) 734-7421
Twin Falls	South Meadows Apts	475 Caswell Ave W	8-3 M-F	Yes	(208) 734-7237
Twin Falls	Twin Falls Housing	200 N Elm Street	8:30-4 M-R 8:30-11 Fri	Yes	(208) 733-5765
Twin Falls	Fawnbrook Apts	647 Fawnbrook Ave	9-5 M-F	Yes	(208) 734-1600
Twin Falls	Field Stream Apts	1425 Field Stream Way			(208) 733-2115
Twin Falls	Heritage Apartments	100 N Fillmore	8:30-4 M-R 8:30-11 Fri	Yes	(208) 733-5765
Twin Falls	Elizabeth Courts	1940 Elizabeth Blvd	8:30-4 M-R 8:30-11 Fri	Yes	(208) 733-5765
Twin Falls	Terry Courts	240 N Maurice	8:30-4 M-R 8:30-11 Fri	Yes	(208) 733-5765
Twin Falls	Washington Courts	200 N Elm Street	8:30-4 M-R 8:30-11 Fri	Yes	(208) 733-5765
Twin Falls	Washington Park Apts	1354 S Washington	8-5 M-F	No Pets	(208) 544-2430
Twin Falls	Willswood Apartments	534 Harrison Street	9-5 T&R or 1-5 F	Yes	(208) 544-2431