

2019 Area Plan Update



Area V – Southeast Idaho Area Agency on Aging Southeast Idaho Council of Governments

Michael Hirschi, Director

214 E. Center

P.O. Box 6079

Pocatello, ID 83205-6079

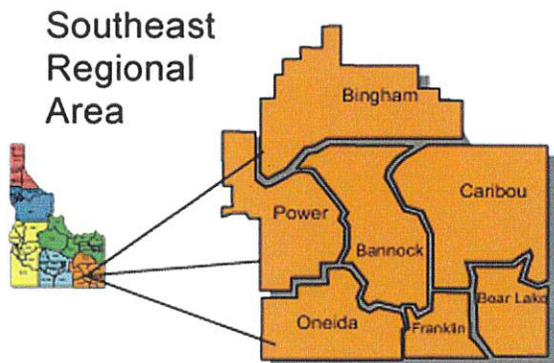
Information and Referral Phone Number: 1-208-233-4032 or 1-800-526-8129

Website – <http://www.sicog.org/aaa-home.html>

Email – mike@sicog.org

Counties – *Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, Power*

PSA V



Geographic Information:

The region in PSA V covers 9,491 square miles in seven counties: Bannock, Bear Valley, Bingham, Caribou, Franklin, Oneida, and Power. The Southeast Idaho Council of Governments hosts the AAA for this region which out of its offices in the city of Pocatello. Beyond Pocatello, most of the PSA is rural. One unique feature of the area is the Fort Hall Reservation located just a few miles out of Pocatello. The Shoshone-Bannock Tribe runs a casino nearby, as well.

Demographic Information:

Based on the 2017 American Community Survey Estimates, the total population in PSA V was 169,849, of which 34,590 (20.4%) individuals were over the age of 60. The at risk populations which factors in Idahoans of 65 + living in poverty, Idahoans of 65+ living alone, Idahoans living in a rural county, racial minorities, Persons 60 + and Hispanic, Idahoans aged 75 and older & also 85 and older is 41,404.

**Area V Agency on Aging
4 Year Area Plan Update Summary
Updated October 15, 2019**

All Sections	<ul style="list-style-type: none"> • Updated actual expenses and budget • Updated Baseline Performance Data
Focus Area A: Older Americans Act Programs	
Administration: Planning and Coordination	<ul style="list-style-type: none"> • Description of what projects will be supported by coordination funds
5. Homemaker Objective:	<ul style="list-style-type: none"> • Updated demographic baseline
9. Congregate Objective:	<ul style="list-style-type: none"> • Updated Congregate provider List
10. Home Delivered Meals Objective:	<ul style="list-style-type: none"> • Updated Home Delivered Meals provider List • Updated demographic baseline
Updated Attachments	
Attachment B: FY2016 State Plan Intrastate Funding Formula (IFF)	<ul style="list-style-type: none"> • Updated with new FY2020 Intrastate Funding Formula
Attachment D: AAA Organizational Chart	<ul style="list-style-type: none"> • Updated the AAA Organizational Chart
Attachment E: Sliding Fee Scale	<ul style="list-style-type: none"> • Updated Sliding Fee Scale
Attachment F: Poverty Guidelines	<ul style="list-style-type: none"> • Updated with new 2019 federal poverty levels
Attachment H: Advisory Council Profile	<ul style="list-style-type: none"> • Updated advisory council names
Attachment N: AAA Disaster and Emergency Preparedness Plan	<ul style="list-style-type: none"> • Updated staff names on emergency preparedness plan • Updated Contact Information of Community Partners

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	\$47,814	\$64,631	\$112,445
SFY 2019 (July 2018 – June 2019) Actual	\$47,597	\$77,380	\$124,977
SFY 2020 (July 2019 – June 2020) Budget	\$47,106	\$71,284	\$118,390

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	\$21,092	\$21,092
SFY 2019 (July 2018 – June 2019) Budget	\$0	\$20,608	\$20,608
SFY 2020 (July 2019 – June 2020)	\$0	\$	

During SFY19, Coordination and Program Development funds were focused on outreach to promote Homemaker and Respite services within the areas of Planning and Service Area V. Overall, SFY 19 had an increase in unduplicated consumers served for both of these programs. Homemaker service seen a 6% increase in consumers utilizing the service and the respite program seen a 16% increase in the amount of unduplicated consumers. These funds were also utilized in partnership with the State of Idaho Fire Marshall, ISU’s college of Social Work and the Volunteer Firefighters in Downey to organize and conduct home safety checks in the City of Downey for anyone interested in participating. Area V Agency on Aging (AVAA) staff was able to offer support and information to those ages 60+ that voluntarily chose to participate in this home safety check program. The Coordination and Planning Development Funds in SFY 19 were also used in promoting the Powerful Tools for Caregivers classes. These supportive classes focus on the Caregiver learning tools to take better care of themselves as a caregiver. Working with community partners, AVAA was able to conduct 2 classes in the rural areas of Bingham County and 1 class in Oneida County.

Coordination and Program Development funds in The AVAA intends to develop and start the chore program for adults 60+ that qualify for this program. Coordinating AAA V will be utilized for the following activities:

- To continue the outreach efforts in the rural areas of Planning and Service Area V. These outreach efforts will focus on the Core Services supported by the agency which include Congregate Meals, Home Delivered Meals, Transportation, Homemaker and Respite services.
- Participate and continue to serve on the Idaho Caregiver Alliance leadership team to further enhance the partnerships the AAA has in our communities that support caregivers. AVAA will coordinate with these partners to promote and expand respite services for caregivers as well as the Tools for Caregivers program for caregivers seeking support and information.
- The AVAA intends to develop and start the chore program for adults 60+ that qualify for this program. Coordinating this service with seniors, community partners and the communities that are located in our Planning and Service Area will take focused time dedicated to the eventual implementation of the chore program.

The SFY20 Coordination and Program Development funds for AVAA will be expended after federal and state admin funds are spent. The AVAA will work on these projects that are identified and they include increased outreach efforts in the rural areas of our planning and service area. The focus of these outreach efforts will be placed on targeting those older individuals with the greatest economic and social needs. The Coordination and Program Development Funds will be used by the AVAA to enhance our partnerships in our communities to promote and expand caregiver services available including respite care and the Powerful Tools for Caregivers program. Lastly, these funds will assist the agency with developing and implementing the chore program throughout our region of Southeast Idaho.

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 to otherwise promote independent living. The funds should be used in conjunction with local transportation service providers, public transportation agencies, and other local government agencies, that result in increased service provision. Services provided include transportation to and from: congregate meal sites, supportive services (health services, programs that promote physical and mental well-being and shopping) as well as community facilities and resources for the purpose of applying for and receiving services, (typically includes comprehensive counseling and legal assistance.)

Service Eligibility: Individual 60 years of age or older.

Service Implemented by:

- Pocatello Regional Transit, (208) 234-2287, 5815 S. 5th Avenue Pocatello, Idaho 83204, Monday–Friday, 8am–7pm; Saturday, 9am–5:30pm
- Shoshone-Bannock Tribes Public Transit, (208) 478-4069, Monday-Friday, 6:00AM-6:00PM

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	\$30,900	\$34,745	\$65,645
SFY 2017 (July 2016 – June 2017) Actual	\$21,765	\$42,230	\$63,995
SFY 2018 (July 2017 – June 2018) Actual	\$28,826	\$42,074	\$70,900
SFY 2019 (July 2018 – June 2019) Actual	\$30,395	\$40,320	\$70,715
SFY 2020 (July 2019 – June 2020) Budget	\$10,395	\$50,633	\$61,028

A. Transportation Service Delivery Strategy: Identify best practices in conjunction with local transportation service providers, public transportation agencies and/or private, not-for-profit community organizations that result in an increase in service provision in South East Idaho.

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	10,898	\$6.02	Not Available
SFY 2017 (July 2016 – June 2017) Actual	12,848	\$4.98	Not Available
SFY 2018 (July 2017 – June 2018) Actual	14,164	\$5.01	Not Available
SFY 2019 (July 2018 – June 2019) Actual	14,143	\$5.00	Not Available
SFY 2020 (July 2019 – June 2020)			

Benchmark: Meet or exceed 80% consumer satisfaction levels for transportation services they utilize by implementing the POMP survey to measure consumer satisfaction with transportation services. Increase annual boardings by 2% annually.

B. Transportation Coordination Strategy: Collaborate with Pocatello Regional Transit and local partnerships to improve access to senior transportation information and resources in the rural counties of AAA V.

Performance Measure: Transportation information access points for the disabled and senior populations throughout Area V.

Baseline:

<u>County</u>	<u>Transportation Access Point</u>
Bannock	Lava Hot Springs Senior Center, Senior Activity Center(Pocatello), Marsh Valley Senior Center, LIFE, Inc.
Bear Lake	Grace Thiel Community Center
Bingham	Bingham County Senior Center, Aberdeen Senior Center, Shelley Senior Center
Caribou	Caribou County Senior Center
Franklin	Franklin County Senior Center
Oneida	Oneida County Senior Center, Curlew Valley Senior Center
Power	Power County Senior Center

Benchmark: Increase, by 10% annually, the access points to transportation information through ADRC/No Wrong Door partners in each county located in our service area.

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

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

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

Service Implemented by:

- Area Agency on Aging V, (208) 233-4032, 214 E. Center Pocatello, ID 83201, M—F 8-5

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

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$0	\$0
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$0	\$0
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$851	\$851
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$7,323	\$7,323
SFY 2020 (July 2019 – June 2020) Budget			

A. Outreach Service Delivery Strategy: In an effort to increase participation in each OAA core services, AAA V outreach activities will emphasize reaching 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).

Performance Measure: Outreach units will be measured for each OAA core service.

Baseline: Outreach units are not tracked by specific OAA service.

Benchmark: Target outreach to specific OAA core services based on performance data. Outreach efforts of AAA staff will show a direct impact to the targeted specific OAA service.

B. Outreach Coordination Strategy: The AAA will coordinate efforts with partners in our service area to increase ‘access to’ and ‘participation in’ OAA core services for the target populations. The targeted populations, that the AAA will meet or exceed the census % based on the % of the registered consumers for the core services are: (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).

Performance Measure: Increase in participation in OAA core services including nutrition, homemaker and national family caregiver support program including respite and support groups.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>One-to-one Contacts</u>
SFY 2016 (July 2015 – June 2016) Actual	1,216
SFY 2017 (July 2016 – June 2017) Actual	1,298
SFY 2018 (July 2017 – June 2018) Actual	819
SFY 2019 (July 2018 – June 2019) Actual	2,275
SFY 2020 (July 2019 – June 2020)	

Benchmark: Consumer participation in OAA core services of will increase in nutrition, homemaker and national family caregiver support program including respite and support group.

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

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

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

Service Implemented by:

- Area Agency on Aging V, (208) 233-4032, 214 E. Center Pocatello, ID 83201 M—F 8-5

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

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$110,162	\$110,162
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$88,210	\$88,210
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$80,243	\$80,243
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$82,869	\$82,869
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$82,891	\$82,891

A. I&A Service Delivery Strategy: Use data collection system to evaluate performance I&A staff service delivery. Assure that consumers receive the necessary services and supports within their communities emphasizing focus on those older individuals with the greatest social need; older individuals with the greatest economic need; and older individuals at risk for institutional placement.

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	2,113	\$52.14	2.5	70
SFY 2017 (July 2016 – June 2017) Actual	2,571	\$34.31	2.15	100
SFY 2018 (July 2017 – June 2018) Actual	2,048	\$39.18	1.68	102
SFY 2019 (July 2018 – June 2019) Actual	1,561	\$53.09	1.62	80
SFY 2020 (July 2019 – June 2020)			1.52	

Benchmark: Average cost per I & A contact will decrease; and the average number of annual contacts per FTE in the I & A department will increase.

B. I&A Coordination Strategy: Coordinate with local community partners to increase awareness of I&A services that are available to link older individuals to long-term care supports, services and opportunities that are available in our service area.

Performance Measure: Track local community partners that coordinate with the AAA.

Baseline: Number of local coordinating agencies/partners

	SFY 2016 (July 2015-June 2016) Local Community Partners	SFY 2017 (July 2016-June 2017) Local Community Partners	SFY 2018 (July 2017-June 2018) Local Community Partners	SFY 2019 (July 2018-June 2019) Local Community Partners	SFY 2020 (July 2019-June 2020) Local Community Partners
Bannock	N/A	N/A	4	6	
Bear Lake	N/A	N/A	2	3	
Bingham	N/A	N/A	2	4	
Caribou	N/A	N/A	2		
Franklin	N/A	N/A	2		
Oneida	N/A	N/A	2		
Power	N/A	N/A	2		

Benchmark: Increase and maintain I&A partnerships in our service area.

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

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

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

Service Implemented by:

- Area Agency on Aging V, (208) 233-4032, 214 E. Center Pocatello, ID 83201, M—F 8-5
- Life, Inc. 208-232-2747 640 Pershing, Suite A Pocatello, ID 83204, M-F 8-5

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)	\$0	\$0	\$0

A. Case Management Service Delivery Strategy: Utilize AAA staff for those cased where no other Case Management service is available and an individual is unable to manage multiple services for his or her self. If Case Management is needed, cost 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	#DIV/0!	0	#DIV/0!
SFY 2017 (July 2016 – June 2017) Actual	0	#DIV/0!	0	#DIV/0!
SFY 2018 (July 2017 – June 2018) Actual	0	#DIV/0!	0	#DIV/0!
SFY 2019 (July 2018 – June 2019) Actual	0	#DIV/0!	0	#DIV/0!
SFY 2020 (July 2019 – June 2020)				

Benchmark: Account for Case Management costs and units provided by the AAA if Case Management service is provided.

B. Case Management Coordination Strategy: Coordinate a standardized referral protocol between case management providers who serve the following: dual eligible (care coordinators), veterans (care advisors), Health and Welfare families (navigators), facility residents (transition managers), people with disabilities (independent living specialists), and seniors who are unable to manage multiple services (AAAs).

Performance Measure: Standardized MOU that includes case management protocols.

Baseline: AAA MOUs with Life, Inc., Community Partners of Idaho, Veteran Service Officers, Idaho Department of Health and Welfare, Idaho Home Choice Program.

Benchmark: Referral protocol in place with each No Wrong Door 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 Protection referrals and homemaker service is being requested as a component of a Supportive Service Plan (SSP) to remediate or resolve an adult protection complaint.
- d. They are home health service or hospice clients who may be eligible for emergency homemaker service.

Service Implemented by:

<u>Provider Name</u>	<u>Address</u>	<u>Phone Number</u>	<u>Service Hours</u>
Bear Lake Memorial Home Care	164 S. 5 th Montpelier ID 83254	(208) 847-4454	Monday—Friday 8:00-5:00
Care Connection of Idaho	340 E Clark St Suite C Pocatello, ID 83201	(208) 240-5535	Monday—Thursday 8:00-2:00
Franklin County Medical Center Home Care	44 N. 100 East Preston, ID 83263	(208) 852-1937	Monday—Friday 8:00-5:00
Friends and Family Home Care	4922 Yellowstone Suite B PO Box 2706 Chubbuck, ID 83202	(208) 244-4136	Monday—Friday 8:00-5:00
Heartwork Connections Personal Care Services	1443 Parkway Drive Suite 2 Blackfoot, ID 83221	(208) 782-1088	Monday—Friday 8:00-5:00
Home Helpers	353 E. Lander St Pocatello, ID 83204	(208) 234-2380	Monday--Friday 8:00-5:00
Oneida County Hospital Home Care	150 N. 200 W Malad, ID 83252	(208) 766-5805	Monday—Friday 8:00-5:00
PCS Helping Hands	2785 Bannock Hwy Pocatello, ID 83204	(208) 232-2009	Monday—Thursday 8:00-4:00 Friday 8:00-12:00
Quality Home Care	258 McKinley Pocatello, ID 83201	(208) 235-4677	Monday—Thursday 9:00-4:00
Rockwell Care Services	28 S. 1100 E. Suite C American Fork, UT 84003	1-(801)-642-2665 1-(888)-571-6771	Monday—Friday 8:00-5:00

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	\$83,104	\$0	\$83,104
SFY 2017 (July 2016 – June 2017) Actual	\$125,368	\$0	\$125,368
SFY 2018 (July 2017 – June 2018) Actual	\$110,345	\$0	\$110,345
SFY 2019 (July 2018 – June 2019) Actual	\$113,291	\$0	\$113,291
SFY 2020 (July 2019 – June 2020) Budget	\$118,144	\$0	\$118,144

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: Standardize Homemaker services by utilizing data that shows the efficiency, effectiveness and quality.

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.
- Quality=Consumer Satisfaction

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	109	5,498	\$15	50	\$762.42
SFY 2017 (July 2016 – June 2017) Actual	133	8,454	\$15	64	\$942.61
SFY 2018 (July 2017 – June 2018) Actual	122	7,250	\$15	59	\$905.45
SFY 2019 (July 2018 – June 2019) Actual	129	7,072	\$16	55	\$878.22
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)	15,748/29,842 =53%	39/109 =36%	1,416/29,842 =5%	19/109 =18%	5,432/29,842 =19%	83/109 =77%
SFY 2017 (July 2016 – June 2017)	15,748/29,842 =53%	50/133 =38%	1,416/29,842 =5%	32/133 =24%	5,432/29,842 =19%	99/133 =74%
SFY 2018 (July 2017 – June 2018)	15,748/29,842 =53%	50/122 =41%	1,416/29,842 =5%	29/122 =24%	5,432/29,842 =19%	87/122 =71%
SFY 2019 (July 2018 – June 2019)	17,795/34,590 =51%	54/129 =41%	1,708/34,590 =5%	44/129 =34%	5,882/34,590 =17%	85/129 =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:

- Maintain a standardized number of units per consumer.
- Increase the number of total consumers by 5% per year.
- Maintain consumer satisfaction scores above 90%.

B. Homemaker Coordination Strategy: Establish standardized service units and cost-sharing parameters through coordination and collaboration with AAA V partners.

Performance Measure: Establish standard service unit and cost-sharing standards in coordination with ICOA.

Baseline:

- No standard service units.
- Current cost-share starts at 100% of poverty.

Benchmark:

- Implement ICOA approved service units.
- Implement ICOA approved cost-sharing standards.

6: Chore Objective: To expand chore services statewide.

Service Description: Chore funds are used to improve the client's or older individual's safety at home or to enhance the client's use of existing facilities in the home. These objectives shall be accomplished by providing one-time or intermittent services to the client. Services can include 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:

- Consumer is encouraged to utilize informal supports such as family, friends and church members.
- Idaho Department of Health and Welfare, 1070 Hilina Pocatello, Id 83201, 1-(877)-456-1233, M-F 8-5.

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	\$0	\$0
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$0	\$0
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$0	\$0
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$0	\$0

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

A. Chore Service Delivery Strategy: Expand Chore Service to include use of informal supports.

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	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2018 (July 2017 – June 2018) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2019 (July 2018 – June 2019) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2020 (July 2019 – June 2020)				

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: The number of referrals to volunteer based chore organizations.

B. Chore Coordination Strategy: Coordinate with community partners to meet the need of chore services for consumers through volunteer groups.

Performance Measure: The number of identified volunteer based chore providers.

Baseline:

<u>SFY16: State Fiscal Year, July 1, 2015 – June 30, 2016</u>	<u>SFY17: State Fiscal Year, July 1, 2016 – June 30, 2017</u>	<u>SFY18: State Fiscal Year, July 1, 2017 – June 30, 2018</u>	<u>SFY19: State Fiscal Year, July 1, 2018 – June 30, 2019</u>	<u>SFY20: State Fiscal Year, July 1, 2019 – June 30, 2020</u>
Number=5	Number=5	Number=6	Number=7	
Justserve.org	Justserve.org	Justserve.org	Justserve.org	
Knights of Columbus	Knights of Columbus	Knights of Columbus	Knights of Columbus	
Boy Scouts	Boy Scouts	Boy Scouts	Boy Scouts	
Rotary club	Rotary club	Rotary club	Rotary club	
Elks club	Elks club	Elks club	Elks club	
-	-	National Honor Society	National Honor Society	
-	-	-	SEICAA-RSVP	

Benchmark: Increase the number of volunteer chore providers by 1 annually.

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:

<u>Name</u>	<u>Contact Information</u>	<u>Area Served</u>	<u>Hours of Operation</u>
US Dept. of Agriculture Rural Division	98 E. 800 N. Preston, ID 83263 (208) 852-0482 ext.116	Bear Lake, Caribou, & Franklin, Oneida	M-F 8-5
	725 Jensen Grove Dr. #1 Blackfoot, ID (208) 785-5840 ext.4	Bannock, Bingham, Power	M-F 8-5
SEICAA	825 E. Bridger Pocatello, ID (208) 233-7348	Bannock County	M-Th 7-5

SEICAA (cont)	175 S. 300 E. Malad, ID (208) 766-2737	Oneida County	M-Th 7-5
	505 N. Oregon Trail American Falls, ID (208) 226-7330	Power County	M-Th 7-5
	206 S. Spruce Blackfoot, ID (208) 785-1583	Bingham County	M-Th 7-5
	159 E. 2nd S. Soda Springs, ID (208) 547-4257	Caribou County	M-Th 7-5
	680 4th N. Suite #3 Montpelier, ID (208) 847-1462	Bear Lake County	M-Th 7-5
	16 S. 1st Street Preston, ID (208) 852-1515	Franklin County	M-Th 7-5
Neighbor Works	206 N. Arthur Pocatello, ID 83201 (208) 232-9468	Pocatello in Bannock County	M-F 8-5
Gateway Habitat for Humanity	P.O. Box 6156 Pocatello, ID 83205 Tel: (208) 233-9081	Pocatello in Bannock County	M-F 8-5

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

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

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. Minor Home Modification Service Delivery Strategy: Expand Minor Home Modifications through community referrals.

Performance Measure:

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

Baseline:				
State Fiscal Year (SFY)	Referral or Contracted Service	Total Unduplicated Clients Served	Total Annual Units (hrs.)	Average cost per Unit (hr.) and materials
SFY 2016 (July 2015 – June 2016) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2017 (July 2016 – June 2017) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2018 (July 2017 – June 2018) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2019 (July 2018 – June 2019) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2020 (July 2019 – June 2020)				

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: The number of referrals to volunteer minor home modification organizations.

B. Minor Home Modification Coordination Strategy: Coordinate with community partners to meet the need of minor home modifications.

Performance Measure: The number of identified minor home modification providers.

Baseline:

- SEICAA
- Neighbor Works
- United States Department of Agriculture Rural Division (USDA)

Benchmark: Increase the number of minor home modification providers by 1 annually.

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**, 109 North Arthur Avenue, Ste. 302 Pocatello, Idaho 83204, Pocatello, ID 83204, 208-746-7541, M-F 8:30-5 **Service Counties:** Bannock, Bear Lake, Caribou, Franklin, Oneida, and Power
- **Idaho Legal Aid**, 482 Constitution Way Ste. 101, Idaho Falls, ID 83402, 208-746-7541, M-F 8:30-5
Service County: Bingham

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	\$0	\$5,194	\$5,194
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$5,005	\$5,005
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$6,811	\$6,811
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$7,000	\$4,270
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$7,000	\$7,000

A. Legal Assistance Service Delivery Strategy: Track reported cases and analyze service delivery to maximize access to legal services.

Performance Measure:

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

<u>Older Americans Act Service Priority</u>	<u>SFY16 Cases</u>	<u>SFY17Cases</u>	<u>SFY18 Cases</u>	<u>SFY19 Cases</u>	<u>SFY20 Cases</u>
Income	4	5	8	3	
Health Care	9	3	2	0	
Long-term care	4	1	2	3	
Nutrition	0	0	0	0	
Housing	2	8	11	5	
Utilities	0	0	0	0	
Protective Services	1	0	0	0	
Defense of Guardianship	0	0	0	0	
Abuse	0	0	0	2	
Neglect	0	0	4	0	
Age Discrimination	0	0	3	3	
Total	20	17	30	16	0

Baseline:

<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	22.5	40.4	25.4	17.5	
Health Care	26	5.8	2.2	0	
Long-term care	11.2	3.2	11.7	22	
Nutrition	0	0	0	0	
Housing	16.1	34.7	47.60	25	
Utilities	0	0	0	0	
Protective Services	0.2	0	0	0	
Defense of Guardianship	0	0	0	0	
Abuse	0	0	0	14	
Neglect	0	0	5.6	0	
Age Discrimination	0	0	4.8	21.5	
Total	76	84.1	97.3	100	0
Cost Per Hour	\$68.34	\$59.51	\$70.00	\$70.00	

Benchmark: Analyze billed service categories for service delivery compliance.

B. Legal Assistance Coordination Strategy: Educate AAA staff on the 11 priority areas to make referrals to Idaho Legal Aid.

Performance Measure: Legal Assistance Referrals by AAA staff.

Baseline: N/A.

Benchmark: First set baseline. Second, third and fourth years increase AAA staff referrals to Idaho Legal Aid by 3% annually.

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) and 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, as well as promote socialization and the health and well-being of older individuals in Idaho. This service assists seniors to gain access to nutrition, 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:

<u>Provider Name</u>	<u>Address</u>	<u>Phone Number</u>	<u>Service Hours</u>
Aberdeen Senior Center	42 W. Washington St. Aberdeen, ID 83210	(208)-397-4349	8-5 Monday – Friday
Grace Thiel Community Center (Bear Lake County Senior Center)	300 Hospital Plaza Montpelier, ID 83254	(208)-847-3141	9-2 Tuesday – Friday
Bingham County Senior Center	20 E. Pacific St. P.O. Box 849 Blackfoot, ID 83221	(208)-785-4714	8-4 Monday—Friday
Caribou County Senior Center	60 S. Main St. Soda Springs, ID 83276	(208)-547-3007	8-4 Mon, Wednesday & Friday
Curlew Valley Senior Center	10808 S. 2300 W. Stone, ID 83280	(208)-698-3585	7:30-4:30 Monday – Thursday
Franklin County Senior Center	64 W. 1 st S. Preston, ID 83263	(208)-852-2844	7-2:30 Monday, Wednesday & Friday
Senior Activity Center	427 N. 6 th Ave Pocatello, ID 83201	(208)-233-1212	8-5 Monday – Friday
Lava Hot Springs Senior Center	150 N. Center St. P.O. Box 46 Lava Hot Springs, ID 83246	(208)-776-5569	8-2 Monday, Wednesday & Friday
Oneida County Senior Center	26 N. Main St P.O. Box 214 Malad, ID 83252	(208)-766-2250	8-3 Wednesday & Friday
Power County Senior Center	180 Idaho St American Falls, ID 83211	(208)-226-2794	8-2 Monday, Wednesday & Friday
Shelley Senior Center	193 W. Pine St P.O. Box 393 Shelley, ID 83274	(208)-357-3621	9-2:30 Tuesday –Friday

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	\$208,124	\$208,124
SFY 2017 (July 2016 – June 2017) Actual	\$32,556	\$170,506	\$203,062
SFY 2018 (July 2017 – June 2018) Actual	\$39,942	\$171,303	\$211,245
SFY 2019 (July 2018 – June 2019) Actual	\$33,972	\$169,566	\$203,538
SFY 2020 (July 2019 – June 2020) Budget	\$28,623	\$239,015	\$267,638

A. Congregate Meal Service Delivery Strategy: Implementing best practices to increase participation at meal sites, to aid in reducing hunger, and promote socialization as well as health and well-being.

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	1,768	66,168	\$3.15	\$3.00
SFY 2017 (July 2016 – June 2017) Actual	1,904	66,960	\$3.03	\$3.00
SFY 2018 (July 2017 – June 2018) Actual	1,966	65,821	\$3.21	\$3.00
SFY 2019 (July 2018 – June 2019) Actual	2,046	63,822	\$3.19	\$3.00
SFY 2020 (July 2019 – June 2020)				

*Cost includes AAA wages, nutritionist and provider reimbursement.

Benchmark: Increase participation at congregate meal sites.

B. Congregate Meal Coordination Strategy: Coordinate with meal sites to determine barriers to participation.

Performance Measure: Unduplicated consumer count and total eligible meals served.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Registered Consumers</u>	<u>Total Registered Consumer Meals</u>	<u>Total Eligible Visitor Meals</u>	<u>Total Eligible Meals</u>
SFY 2016 (July 2015 – June 2016) Actual	1,768	N/A	N/A	66,168
SFY 2017 (July 2016 – June 2017) Actual	1,904	N/A	N/A	66,960
SFY 2018 (July 2017 – June 2018) Actual	1,966	N/A	N/A	65,821
SFY 2019 (July 2018 – June 2019) Actual	2,046	N/A	N/A	63,822
SFY 2020 (July 2019 – June 2020)				

Benchmark: Increase consumers and meals served at each congregate meal site.

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:

<u>Provider Name</u>	<u>Address</u>	<u>Phone Number</u>	<u>Service Hours</u>
Aberdeen Senior Center	42 W. Washington St. P.O. Box 817 Aberdeen, ID 83210	(208)-397-4349	8-5 Monday – Friday
Grace Thiel Community Center (Bear Lake County Senior Center)	300 Hospital Plaza Montpelier, ID 83254	(208)-847-3141	9-2 Tuesday – Friday
Bingham County Senior Center	20 E. Pacific St. P.O. Box 849 Blackfoot, ID 83221	(208)-785-4714	8-4 Monday—Friday
Caribou County Senior Center	60 S. Main St. Soda Springs, ID 83276	(208)-547-3007	8-4 Mon, Wednesday & Friday
Curlew Valley Senior Center	10808 S. 2300 W. Stone, ID 83280	(208)-698-3585	7:30-4:30 Monday – Thursday
Franklin County Senior Center	64 W. 1 st S. Preston, ID 83263	(208)-852-2844	7-2:30 Monday, Wednesday & Friday
Lava Hot Springs Senior Center	150 N. Center St. P.O. Box 46 Lava Hot Springs, ID 83246	(208)-776-5569	8-2 Monday, Wednesday & Friday
Oneida County Senior Center	26 N. Main St Malad, ID 83252	(208)-766-2250	8-3 Wednesday & Friday
Power County Senior Center	180 Idaho St American Falls, ID 83211	(208)-226-2794	8-2 Monday, Wednesday & Friday
Shelley Senior Center	193 W. Pine St Shelley, ID 83274	(208)-357-3621	9-2:30 Tuesday –Friday
SEICAA/MOW	825 E. Bridger 641 N. 8 th St. Pocatello, ID 83201	(208)-232-1114 Ext. 140	8-4:30 Monday—Thursday

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	\$98,990	\$113,531	\$212,521
SFY 2017 (July 2016 – June 2017) Actual	\$69,256	\$180,404	\$249,660
SFY 2018 (July 2017 – June 2018) Actual	\$68,999	\$203,356	\$272,355
SFY 2019 (July 2018 – June 2019) Actual	\$49,539	\$254,437	\$303,976
SFY 2020 (July 2019 – June 2020) Budget	\$44,805	\$121,270	\$166,075

A. Home Delivered Meal Service Delivery Strategy: Identify best practice for managing contractors to ensure all eligible consumers are served to prevent hunger and food insecurity with no waiting lists.

Performance Measure:

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

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Home Delivered Meals</u>	<u>*Average cost per Home Delivered Meal</u>	<u>AAA Contracted HDM Reimbursement Rate</u>
SFY 2016 (July 2015 – June 2016) Actual	430	48,835	\$4.35	\$3.25
SFY 2017 (July 2016 – June 2017) Actual	549	62,679	\$3.98	\$3.75
SFY 2018 (July 2017 – June 2018) Actual	643	69,857	\$3.90	\$3.75
SFY 2019 (July 2018 – June 2019) Actual	679	79,267	\$3.83	\$3.75
SFY 2020 (July 2019 – June 2020)				\$3.75

*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)	15,748/29,842 = 53%	222/373 = 60%	1,416/29,842 = 5%	83/373 = 23%	5,432/29,842 = 19%	207/373 = 56%
SFY 2017 (July 2016 – June 2017)	15,748/29,842 = 53%	318/549 = 58%	1,416/29,842 = 5%	181/549 = 33%	5,432/29,842 = 19%	278/549 = 51%
SFY 2018 (July 2017 – June 2018)	15,748/29,842 = 53%	385/643 = 60%	1,416/29,842 = 5%	212/643 = 33%	5,432/29,842 = 19%	305/643 = 47%
SFY 2019 (July 2018 – June 2019)	17,795/34,590 = 51%	371/679 = 55%	1,708/34,590 = 5%	203/679 = 30%	5,882/34,590 = 17%	301/679 = 44%
SFY 2020 (July 2019 – June 2020)						

*Greatest Economic Need: 65 or older living in Poverty

**Greatest Social Need: 65 or older living alone

Benchmark: Ensure that there are no waiting lists and all eligible consumers are served.

B. Home Delivered Meal Coordination Strategy: Coordinate training with agencies and organizations that can help reach the focus areas of: (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).

Performance Measure: Number of coordinated trainings with organizations.

Baseline: Coordinated trainings with agencies and organizations

<u>SFY16: State Fiscal Year, July 1, 2015 – June 30, 2016</u>	<u>SFY17: State Fiscal Year, July 1, 2016 – June 30, 2017</u>	<u>SFY18: State Fiscal Year, July 1, 2017 – June 30, 2018</u>	<u>SFY19: State Fiscal Year, July 1, 2018 – June 30, 2019</u>	<u>SFY20: State Fiscal Year, July 1, 2019 – June 30, 2020</u>
N/A	N/A	1	2	

Benchmark: Increase coordinated training/collaboration with agencies/organizations to help reach those who meet one of the six focus areas.

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, 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:

- Bingham County Senior Center, 20 E. Pacific St. Mailing: P.O. Box 849 Blackfoot, ID 83221, 208-785-4714

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	\$7,999	\$7,999
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$20,546	\$20,546
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$11,126	\$11,126
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$7,525	\$7,525
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$13,414	\$13,414

A. Disease Prevention and Health Promotion Service Delivery Strategy: Enhance the current evidence based programs in Area V Agency on Aging service area that support healthy lifestyles and promotes healthy behaviors as well as reduce the need for more costly interventions by following the federal guidelines of evidence based criteria set forth by ACL.

Performance Measure:

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

Baseline:

Diabetes Self-Management Program

<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	\$7,999	Not Available	Not Available
SFY 2017 (July 2016 – June 2017) Actual	\$20,546	Not Available	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$11,126	Not Available	Not Available
SFY 2019 (July 2018 – June 2019) Actual	\$7,525	Not Available	Not Available
SFY 2020 (July 2019 – June 2020) Budget	\$13,414		

Benchmark: Increase the number of eligible consumers who participate in Evidence-Based Programs.

B. Disease Prevention and Health Promotion Coordination Strategy: The AAA V will coordinate with community partners, particularly those that provide services in the rural communities of planning and service area V, to promote and enhance the participation of the older adult population in the chronic disease self-management programs that are offered.

Performance Measure:					
<ul style="list-style-type: none"> Number of rural sites hosting the program. 					
Baseline: Sites that are hosting the Diabetes self-management program.					
County	SFY16: Classes in Rural Counties	SFY17: Classes in Rural Counties	SFY18: Classes in Rural Counties	SFY19: Classes in Rural Counties	SFY20: Classes in Rural Counties
Bear Lake	N/A	N/A	0	0	
Bingham	N/A	N/A	2	3	
Caribou	N/A	N/A	0	0	
Franklin	N/A	N/A	1	1	
Oneida	N/A	N/A	0	0	
Power	N/A	N/A	1	1	
Benchmark: First year set baseline. Each additional year provide classes in areas where classes have not previously been held.					

12: National Family Caregiver Support Program (NFCSP) Objective: To strengthen Idaho’s Family Caregiver Support Program.
<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"> Caregiver information (large group presentations, printed materials, media). Caregiver access assistance (assisting caregiver to access resources). Caregiver counseling including caregiver support groups and training. 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. 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 disease or disorder, (2) grandparents or older individuals who are relative caregivers, the State involved shall give priority to caregivers who provide care for children with severe disabilities, (3) caregivers who are older individuals with greatest social need, and older individuals with greatest economic need (with particular attention to low-income older individuals), and (4) older individuals providing care to individuals with severe disabilities, including children with severe disabilities.</p>
<p>Service Implemented by:</p> <ul style="list-style-type: none"> Area Agency on Aging V, (208) 233-4032, 214 E. Center Pocatello, ID 83201, M—F 8-5 Contracted nutrition providers (See table listed under home delivered meal section) Contracted In-home providers (See table listed under homemaker section) Idaho Legal Aid, 109 North Arthur Avenue, Ste. 302 Pocatello, Idaho 83204, 208-746-7541, M-F 8:30-5 Service Counties: Bannock, Bear Lake, Caribou, Franklin, Oneida, and Power Idaho Legal Aid, 482 Constitution Way Ste. 101, Idaho Falls, ID 83402, (208) 208-746-7541, M-F 8:30-5 Service County: Bingham

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	\$27,759	\$41,996	\$69,755
SFY 2017 (July 2016 – June 2017) Actual	\$9,152	\$91,555	\$100,707
SFY 2018 (July 2017 – June 2018) Actual	\$12,862	\$71,166	\$84,028
SFY 2019 (July 2018 – June 2019) Actual	\$9,069	\$64,351	\$73,420
SFY 2020 (July 2019 – June 2020) Budget	\$14,394	\$87,547	\$101,941

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

A. National Family Caregiver Support Program (NFCSP) Service Delivery Strategy: Identify best practices to increase cost efficiencies, effectiveness and quality of the Title III Caregiver Program

Performance Measure:

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

1. Caregiver Information Services

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Annual Expense</u>	<u>Number of Activities</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	Not Available
SFY 2017 (July 2016 – June 2017) Actual	\$16,138	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$15,257	Not Available
SFY 2019 (July 2018 – June 2019) Actual	\$6,269	Not Available
SFY 2020 (July 2019 – June 2020) Budget	\$8,293	Not Available

2. Access Assistance(I&A)

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Annual Expense</u>	<u>Number of Contacts</u>	<u>Program Expense per Contact</u>
SFY 2016 (July 2015 – June 2016) Actual	\$18,920	116	\$163
SFY 2017 (July 2016 – June 2017) Actual	\$19,777	56	\$353
SFY 2018 (July 2017 – June 2018) Actual	\$14,006	167	\$84
SFY 2019 (July 2018 – June 2019) Actual	\$15,215	258	\$59
SFY 2020 (July 2019 – June 2020) Budget	\$17,847		

3. Caregiver Counseling and Group Programs

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Annual Expense</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	\$0	Not Available	Not Available	Not Available
SFY 2017 (July 2016 – June 2017) Actual	\$409	Not Available	Not Available	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$1,180	9	86	\$131.11
SFY 2019 (July 2018 – June 2019) Actual	\$1,839	Not Available	Not Available	Not Available
SFY 2020 (July 2019 – June 2020) Budget	\$8,043			

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	\$27,759	52	1,911	\$14.53
SFY 2017 (July 2016 – June 2017) Actual	N/A	N/A	\$64,383	57	4,100	\$15.70
SFY 2018 (July 2017 – June 2018) Actual	\$12,863	\$40,722	\$53,585	73	3,438	\$15.59
SFY 2019 (July 2018 – June 2019) Actual	\$9,069	\$41,028	\$50,097	85	3,088	\$16.22
SFY 2020 (July 2019 – June 2020) Budget	\$14,394	\$51,334	\$65,728			

5. Supplemental Service (Limited Basis)

Supplemental Caregiver Legal Assistance

<u>State Fiscal Year (SFY)</u>	<u>Federal</u>
SFY 2016 (July 2015 – June 2016) Actual	\$1,340
SFY 2017 (July 2016 – June 2017) Actual	N/A
SFY 2018 (July 2017 – June 2018) Actual	N/A
SFY 2019 (July 2018 – June 2019) Actual	\$0
SFY 2020 (July 2019 – June 2020) Budget	\$2,030

Supplemental Caregiver Nutrition

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Federal</u>
SFY 2016 (July 2015 – June 2016) Actual	\$23,075
SFY 2017 (July 2016 – June 2017) Actual	N/A
SFY 2018 (July 2017 – June 2018) Actual	N/A
SFY 2019 (July 2018 – June 2019) Actual	N/A
SFY 2020 (July 2019 – June 2020) Budget	N/A

Additional Supplemental: Powerful Tools for Caregivers workshop

Baseline:

	<u>Number of Sessions</u>	<u>Total Consumers Served</u>	<u>Total Program Cost</u>	<u>Cost Per Consumer</u>
SFY 2016 (July 2015 – June 2016)	N/A	N/A	N/A	N/A
SFY 2017 (July 2016 – June 2017)	2	21	\$1,819.00	\$86.62
SFY 2018 (July 2017 – June 2018)	2	16	N/A	N/A
SFY 2019 (July 2018 – June 2019)	5	34	Not available	Not Available
SFY 2020 (July 2019 – June 2020)			\$	\$

B. NFCSP Coordination Strategy: Utilize the initiatives of the Idaho Caregiver Alliance and the Alzheimer’s grant to strengthen the activities of supporting and training caregivers.

Performance Measure: Activity Units: Information services/presentations and counseling,

Baseline: Identify performance measures.

Number of Service Units per Activity:

State Fiscal Year (SFY)	Activity 1- Information Services	Activity 3- Counseling
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)	N/A	N/A

Benchmark: First year establish baselines. Second, third and fourth years increase caregiver presentations and caregiver counseling by 5% annually.

Focus Area B:

Older Americans Act (OAA) Discretionary Programs

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

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

Service Description: SMP funds are used to educate Medicare and Medicaid beneficiaries to detect, report, and prevent health care fraud. Trained SMP staff and volunteers conduct group education sessions, provide one-to-one counseling with Medicare beneficiaries, and hold regional Scam Jams co-sponsored by the Idaho Scam Jam Alliance which includes the SMP, Idaho Attorney General’s Office, Idaho Department of Insurance, Idaho Department of Finance, Idaho Legal Aid Services, AARP, Better Business Bureau and other valued partners to help consumers learn to protect against fraud.

Service Eligibility: Medicare beneficiaries and their Caregivers.

Service Implemented by:

- Area Agency on Aging V, (208) 233-4032, 214 E. Center Pocatello, ID 83201, M—F 8-5

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	\$0	\$26,000	\$26,000
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$28,500	\$28,500
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$26,000	\$26,000
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$21,000	\$21,000
SFY 2020 (July 2019 – June 2020) Budget	\$0	\$21,000	\$21,000

A. SMP Service Delivery Strategy: Expand the efficiency of the SMP program by increasing the number of volunteers, group presentations, community events, and one-to-one counseling sessions.

Performance Measure:

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

Baseline:

State Fiscal Year (SFY)	Volunteers	Group Presentations	Community Events	One-to-one Counseling
SFY 2016 (July 2015 – June 2016) Actual	2	23	25	501
SFY 2017 (July 2016 – June 2017) Actual	3	10	27	455
SFY 2018 (July 2017 – June 2018) Actual	0	33	23	9
SFY 2019 (July 2018 – June 2019) Actual	0	13	125	13
SFY 2020 (July 2019 – June 2020)				

Benchmark: Meet or exceed the following:

- Recruit and retain 2 additional volunteer positions per year.
- 80 group presentations per year.
- Increase one-on-one counseling sessions by 5% per year.
- Increase community events by 2 each year.

B. SMP Coordination Strategy: Identify new area partners to collaborate with to present day-long community fraud events, which include education about Medicare fraud prevention, identity theft, and exploitation. Coordinate with the Senior Health Insurance Benefits Advisors (SHIBA) to train volunteers and staff to achieve efficient SMP program education about Medicare fraud prevention.
Performance Measure: Number of SMP partners, number of trained volunteers and consumer survey results from community fraud events.
Baseline: Current MOU's and community fraud event survey results.
Benchmark: <ul style="list-style-type: none"> • Maintain 75% satisfaction or higher. • Increase the number of area partners by 3 per year. • Increase the number of volunteer hours by 10%.

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

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

Service Eligibility: Low income Medicare beneficiaries.

Service Implemented by:

- Area Agency on Aging V, (208) 233-4032, 214 E. Center Pocatello, ID 83201, M—F 8-5

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	\$13,650	\$13,650
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$13,000	\$13,000
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$10,800	\$10,800
SFY 2019 (July 2018 – June 2019) Actual	\$0		\$0
SFY 2020 (July 2019 – June 2020) Budget	\$0		\$0

A. MIPPA Service Delivery Strategy: Expand the efficiency of the MIPPA program by increasing the number of host agencies.

Performance Measure:

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

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Participating Host Agencies</u>
SFY 2016 (July 2015 – June 2016) Actual	17
SFY 2017 (July 2016 – June 2017) Actual	24
SFY 2018 (July 2017 – June 2018) Actual	50
SFY 2019 (July 2018 – June 2019) Actual	97
SFY 2020 (July 2019 – June 2020)	

Benchmark: Increase number of host agencies by at least 5 per year.

B. MIPPA Coordination Strategy: Coordinate with ICOA and other state partners in helping develop public awareness materials and conducting a media campaign to increase MIPPA participation.

Performance Measure: Increase in Applicants

Baseline:

<u>Contract Year</u>	<u>Number of applicants</u>
2016 (Sept. 2015 – Sept. 2016)	36
2017 (Sept. 2016 – Sept. 2017)	28
2018 (Sept. 2017 – Sept. 2018)	N/A
2019 (Sept. 2018 – Sept. 2019)	N/A
2020 (Sept. 2019 – Sept. 2020)	

Benchmark: Identify if the public awareness materials and the media campaign increase the number of applicants from the AAA V service area.

Focus Area C: Older Americans Act (OAA)

Participant-Directed/Person-Centered Planning

<p>ICOA Goal: Integrate person-centered planning into existing service delivery system.</p>
<p>1: Participant-Directed/Person-Centered Planning Objective: To define and implement person centered processes with aging and disability network partners.</p>
<p>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.</p>
<p>Service Eligibility: General public needing long-term care services and supports.</p>
<p>Service Implemented by:</p> <ul style="list-style-type: none"> Area Agency on Aging V, (208) 233-4032, 214 E. Center Pocatello, ID 83201, M—F 8-5
<p>A. Participant-Directed/Person-Centered Planning Service Delivery Strategy: Identify best practices from organization/s that provide Person-Centered Planning to implement in AAA V service area.</p>
<p>Performance Measure: Best Practices.</p>
<p>Baseline: N/A</p>
<p>Benchmark: Implement Person-Centered- Planning standard practices in services provided by AAA including chore service, home modification, transportation, homemaker, respite, and meal preparation.</p>
<p>B. Participant-Directed/Person-Centered Planning Coordination Strategy: Coordinate with Life, Inc. to train AAA staff to work with individuals who have various types of disabilities.</p>
<p>Performance Measure: Number of AAA trained staff.</p>
<p>Baseline: No baseline.</p>
<p>Benchmark: First year establish baseline. Second year complete Person-Centered Planning for all AAA staff. Third and fourth year maintain training for all staff.</p>

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 of 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:

- Area Agency on Aging V, (208) 233-4032, 214 E. Center Pocatello, ID 83201, M—F 8-5

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	\$56,629	\$10,196	\$66,825
SFY 2017 (July 2016 – June 2017) Actual	\$53,478	\$12,700	\$66,178
SFY 2018 (July 2017 – June 2018) Actual	\$54,161	\$7,287	\$61,448
SFY 2019 (July 2018 – June 2019) Actual	\$52,477	\$17,266	\$69,743
SFY 2020 (July 2019 – June 2020) Budget	\$58,933	\$14,632	\$73,565

A. Ombudsman Service Delivery Strategy: Expand the efficiency of the Ombudsman program by tracking data to evaluate complaint trends; evaluate complaint trends on a quarterly basis; recruit and sustain volunteers to increase efficiencies and provide facility based in-service presentations that correlate with complaint trends.

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>	<u>Total Facility Visits</u>
SFY 2016 (July 2015 – June 2016) Actual	1	N/A	N/A	1,575	1,575	1	4	N/A
SFY 2017 (July 2016 – June 2017) Actual	1	N/A	N/A	1,562	1,562	2	11	N/A
SFY 2018 (July 2017 – June 2018) Actual	1	12	42	1,581	1,581	2	15	N/A
SFY 2019 (July 2018 – June 2019) Actual	1	11	32	1,513	1,513	3	6	207
SFY 2020 (July 2019 – June 2020)	1			1,512				

Five Most Frequent Complaint Areas and Corresponding Number of Complaints:

<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>
Autonomy , Choice, Exercise of Rights, Privacy	40	Medication #44	11	Discharge/Eviction #19	15	F-44 medications administration, organization	16		
Care	35	Discharge/Eviction #19	8	Medication #44	11	L-88 Administrator unresponsive, unavailable	12		
Access to Information	22	Dignity/Respect #26	7	Billing Charges #36	9	D-26 dignity, respect, staff attitudes	11		
Environment	17	Assistive Devices #53	7	Personal Property Lost #38 Dignity/ Respect #26	8	C-19 discharge/ eviction: planning, notice, procedure	10		
Admission, transfer, discharge, eviction; Financial, Property (Excluding Exploitation); Dietary	12	Failure to Respond to Requests #41	6	Administrator Unresponsive #88	7	F-48 symptoms unattended (incl. pain management); no notice of change in condition	10		

Benchmark: Use quarterly data to determine areas that need focus and to ensure on-going improvement; utilize statewide training materials to ensure area wide continuity of information; and increase Volunteer Ombudsman participation in Information and Education presentations to increase efficiencies with the program.

B. Ombudsman Coordination Strategy: Provide resident rights education and training to providers or representatives of providers in long-term care services, public agencies, and health and social service agencies to ensure the health, safety, welfare, and rights of the residents in long term care settings are being met.

Performance Measure: Number of Information and Education Presentations.

Baseline: Most recent SFY of Information and Presentations provided.

Benchmark: Increase the number of Information and Education Presentations by 25% each year.

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

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

- Abuse means the intentional or negligent infliction of physical pain, injury or mental injury.
- Neglect means failure of a caretaker to provide food, clothing, shelter or medical care reasonably necessary to sustain the life and health of a vulnerable adult, 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:

- Area Agency on Aging V APS, (208) 233-4032, 214 E. Center Pocatello, ID 83201, M—F 8-5

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	\$134,065	\$0	\$134,065
SFY 2017 (July 2016 – June 2017) Actual	\$128,340	\$0	\$128,340
SFY 2018 (July 2017 – June 2018) Actual	\$114,258	\$0	\$114,258
SFY 2019 (July 2018 – June 2019) Actual	\$139,632	\$0	\$139,632
SFY 2020 (July 2019 – June 2020) Budget	\$148,662	\$0	\$158,662

A. Adult Protection Service Delivery Strategy: Expand the efficiency of the Adult Protection Services program through implementation of statewide standardized training materials, user guides, presentation materials, reporting standards and IAPS Data Base usage.

Performance Measure:

- Presentations
- Reporting

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Abuse Allegations</u>	<u>Neglect Allegations</u>	<u>Self-Neglect Allegations</u>	<u>Exploitation Allegations</u>	<u>Reports to Law Enforcement</u>	<u>Total Information and Education Presentations</u>
SFY 2016 (July 2015 – June 2016) Actual	73	42	58	66	36	15
SFY 2017 (July 2016 – June 2017) Actual	89	69	81	87	30	14
SFY 2018 (July 2017 – June 2018) Actual	86	55	61	61	38	0
SFY 2019 (July 2018 – June 2019) Actual	113	65	84	100		9
SFY 2020 (July 2019 – June 2020)						

Benchmark:

Meet or exceed the following:

- Increase presentations by 10% each year.
- To monitor effectiveness of presentations offered, increase reports to Area V AAA by 5% of alleged maltreatment towards a vulnerable adult to Area V AAA by 5% each year regarding.

B. Adult Protection Coordination Strategy: Effectively promote awareness, prevention and reporting of vulnerable adult abuse, neglect and exploitation. Identify new and current partners to participate in multi-disciplinary approaches and teams to better serve the needs of vulnerable victims.

Performance Measure:

- Provide and track Adult Protection actions specific to prevention of maltreatment of vulnerable adults.
- Develop and maintain one new Multi-Disciplinary team each year.

Baseline:

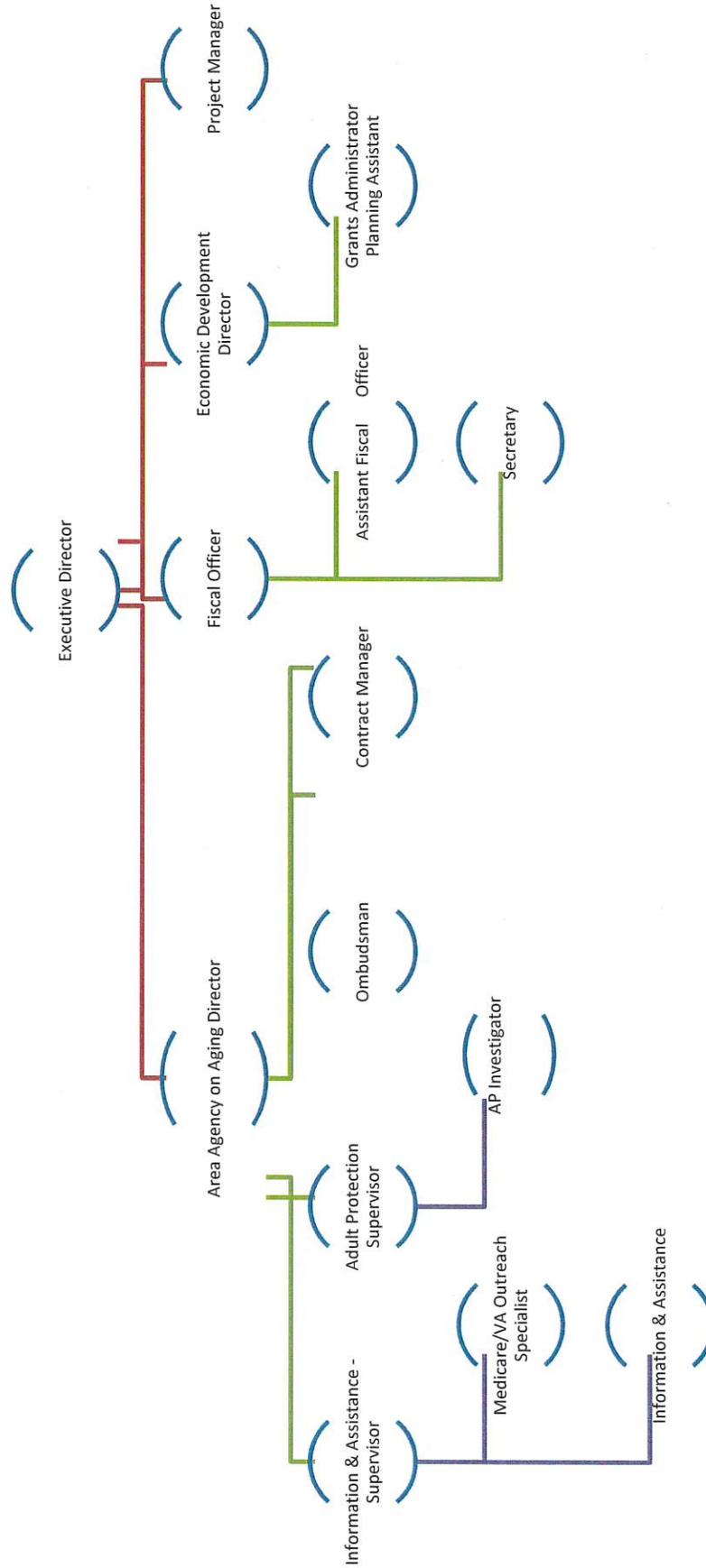
State Fiscal Year (SFY)	Multi-Disciplinary team formed
SFY 2016 (July 2015 – June 2016)	Not applicable
SFY 2017 (July 2016 – June 2017)	Not Applicable
SFY 2018 (July 2017 – June 2018)	Fort Hall Elder Abuse Multi-Disciplinary Task Force
SFY 2019 (July 2018 – June 2019)	Oneida County Board of Guardians
SFY 2020 (July 2019 – June 2020)	

Benchmark:

- Utilize standard presentations specific to prevention of maltreatment of vulnerable adults.
- Provide education to financial institutions regarding Adult Protection, the Gramm-Leach-Bliley Act and forms used.
- Utilize existing partners within Area V to form Multi-Discipline teams to assist in positive outcomes for vulnerable victims.
- Develop new partners to seek out and retain within Area V to join the Multi-Discipline teams to assist in positive outcomes for vulnerable victims.

ATTACHMENT D

AAA ORGANIZATION CHART INCLUDING AAA'S GOVERNING BODY



Idaho Intrastate Funding Formula
 OAA Title III Funds (not including Title VII) and State of Idaho General Funds
 Adopted April 30, 2013
 Effective July 1, 2019

SFY 2020

PSA	2018 TOTAL PSA POPULATION		Factors used in Weighted Elderly Population (At Risk)						WEIGHTED ELDERLY POPULATION (AT RISK)	WEIGHTED "At Risk" PERCENTAGE	Federal Fund Base	State Fund Base	Federal Funds Distributed by Formula	State Funds Distributed by Formula	TOTAL FUND ALLOCATION
	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	2,935	10,198	1,954	1,131	24,689	17,856	4,570	63,333	17.30%	\$ 100,307	\$ 66,285	\$ 936,950	\$ 619,160	\$ 1,722,702
II	108,520	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	10,340	26,711	5,970	7,924	29,559	43,502	11,926	135,932	37.13%	\$ 100,307	\$ 66,285	\$ 2,010,982	\$ 1,328,906	\$ 3,506,480
IV	196,712	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	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	1,686	6,469	1,015	1,485	15,399	11,449	3,207	40,710	11.12%	\$ 100,307	\$ 66,285	\$ 602,265	\$ 397,991	\$ 1,166,848
TOTAL	1,715,943	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

Total OAA Federal Funds	\$ 6,018,393
Total State Funds	\$ 3,977,100
Total Funds	\$ 9,995,493
Less 10% Base Amount of Federal and State Funds	\$ 999,549
Balance to be Distributed by Formula:	\$ 8,995,944

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

Area 5

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

AAA Funding Distribution

Total Title III State and Federal Funding

	SFY20 Allocation	Adjustment SFY 19 Carryover	Total SFY 20 Allocation
	712,839	-	712,839
Title III: Area Plan Administration	71,284	-	71,284
Title IIIB: Supportive Services	180,308	-	180,308
Title IIIC1: Congregate Meals	239,015	-	239,015
Title IIIC2: Home-Delivered Meals	121,270	-	121,270
Title IIID: Disease Prevention & Health Promotions	13,414	-	13,414
IIIE: National Family Caregiver Support Program	87,547	-	87,547
Total Title III Funding:	712,839	-	712,839
Federal Title VII Funding	7,514	-	7,514
Total Federal Funding:	720,352	-	720,352
Total State Funding:	471,061	-	471,061
Total Title III, Title VII and State Funding:	1,191,414	-	1,191,414

Note 1: Title III federal funding for SFY 2020 is an estimate from 12/20/2018 Notice of Award (the most recent federal fiscal year).

Note 3: There is a new budget development tab for Capital Outlay items such as a vehicle or equipment valued over \$5,000.

SLIDING FEE SCALE

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

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

Client's Name: _____ Date: _____

MONTHLY INCOME	ANNUAL INCOME	FEE	HMK FEE	RESPITE FEE	ADULT DAY CARE FEE
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 Household					
		_____ %	_____ %	_____ %	_____ %
- \$1,409.00	- \$16,910.00	0%			
\$1,409.00 - \$1,691.00	\$16,910.00 - \$20,292.00	20%			
\$1,692.00 - \$1,973.00	\$20,293.00 - \$23,674.00	40%			
\$1,974.00 - \$2,255.00	\$23,675.00 - \$27,056.00	60%			
\$2,256.00 - \$2,537.00	\$27,057.00 - \$30,438.00	80%			
\$2,538.00 - & Over	\$30,439.00 - & Over	100%			
THREE Persons in Household					
		_____ %	_____ %	_____ %	_____ %
- \$1,778.00	- \$21,330.00	0%			
\$1,778.00 - \$2,133.00	\$21,330.00 - \$25,596.00	20%			
\$2,134.00 - \$2,489.00	\$25,597.00 - \$29,862.00	40%			
\$2,490.00 - \$2,844.00	\$29,863.00 - \$34,128.00	60%			
\$2,845.00 - \$3,200.00	\$34,129.00 - \$38,394.00	80%			
\$3,201.00 - & Over	\$38,395.00 - & Over	100%			
FOUR Persons in Household					
		_____ %	_____ %	_____ %	_____ %
- \$2,146.00	- \$25,750.00	0%			
\$2,146.00 - \$2,575.00	\$25,750.00 - \$30,900.00	20%			
\$2,576.00 - \$3,004.00	\$30,901.00 - \$36,050.00	40%			
\$3,005.00 - \$3,433.00	\$36,051.00 - \$41,200.00	60%			
\$3,434.00 - \$3,863.00	\$41,201.00 - \$46,350.00	80%			
\$3,864.00 - & Over	\$46,351.00 - & Over	100%			

The full cost for one hour of Homemaker Service is: \$ _____
 The full cost for one hour of Respite Service is: \$ _____
 The full cost for one hour of Adult Day Care is: \$ _____

Percentage Above Poverty Line: 100%
 Each Additional Person: \$ 12,140.00
 The 2019 poverty guidelines will be in effect as of January 21, 2019.

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

Area Plan: Attachment E
 State Plan: Attachment F, page 30 of 143

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

Idaho Commission on Aging

Department of Health and Human Services 2019 Poverty Guidelines:

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 H

PSA Advisory Council Profile

In Accordance with Section 306 (a)(6)(D) of the Older Americans Act and IDAPA 15.01.20.051.01, the Area Agency on Aging (AAA) shall establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan. More than fifty (50) percent of the advisory council shall consist of people 60 years old or older. (CFR 45 Section 1321.57)

Advisory Council Member's Name: <u>Andrea Watkins</u>										
County of Residence: <u>Bannock County</u>										
Beginning Term Date: <u>2019</u>										
Ending Term Date: <u>2023</u>										
Select all Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
X				X	X					X

Advisory Council Member's Name: <u>Melissa Hartman</u>										
County of Residence: <u>Bannock County</u>										
Beginning Term Date: <u>2016</u>										
Ending Term Date: <u>2020</u>										
Select all Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
				X		X			X	

Advisory Council Member's Name: Sharon Morse										
County of Residence: Power County										
Beginning Term Date: 2016										
Ending Term Date: 2020										
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: Lucetta Holt										
County of Residence: Caribou County										
Beginning Term Date: 2019										
Ending Term Date: 2022										
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: Devin Hughes										
County of Residence: Bannock County										
Beginning Term Date: 2016										
Ending Term Date: 2020										
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

Advisory Council Member's Name: Commissioner Jessica Lewis										
County of Residence: Bingham County										
Beginning Term Date: 2019										
Ending Term Date: 2022										
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:	Marcia Hall										
County of Residence:	Bannock County										
Beginning Term Date:	2016										
Ending Term Date:	2020										
Select all Categories that the Council Member Represents											
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public	
		X		X		X				X	

Advisory Council Member's Name:	Lisa Tornabene										
County of Residence:	Bingham County										
Beginning Term Date:	2019										
Ending Term Date:	2023										
Select all Categories that the Council Member Represents											
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public	
X	X		X	X			X			X	

Advisory Council Member's Name:	Cyril Westwood										
County of Residence:	Bannock County										
Beginning Term Date:	2019										
Ending Term Date:	2022										
Select all Categories that the Council Member Represents											
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public	
						X				X	

Advisory Council Member's Name:	Max Firth-Did not seek Re-election to County Commission										
County of Residence:	Oneida County										
Beginning Term Date:	2016										
Ending Term Date:	2020										
Select all Categories that the Council Member Represents											
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public	
X			X					X			

Advisory Council Member's Name:	Kevin Gray-Term Expired										
County of Residence:	Bingham County										
Beginning Term Date:	2016										
Ending Term Date:	2019										
Select all Categories that the Council Member Represents											
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public	
			X		X	X					X

Advisory Council Member's Name:	Lin Whitworth										
County of Residence:	Bannock County										
Beginning Term Date:	2016										
Ending Term Date:	2018										
Select all Categories that the Council Member Represents											
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public	
X	X				X						X

==ATTACHMENT N

AREA AGENCY ON AGING V

EMERGENCY PREPAREDNESS PLAN

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

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

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

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

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

Older adults and people with disabilities are frequently overlooked during the disaster planning, response, and recovery process. Emergency management planning integrates older adults and people with disabilities of all ages—and their caregivers—into community emergency planning, response, and recovery. ACL provides the following link:

http://www.acl.gov/Get_Help/Preparedness/Index.aspx with best practices to support the needs of older adults and people of all ages with disabilities during an emergency.

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

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

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

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

Basic Components of an Area-Wide Disaster Plan:

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

NAME	TITLE/POSITION	TELEPHONE / EMAIL
Mike Hirschi	AAA V Director	(208)233-4032 mike@sicog.org

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

NAME (AAA STAFF)	TITLE/POSITION	TELEPHONE	EMERGENCY ASSIGNMENT
Gina Stucki	I & A Supervisor	(208)233-4032	Intake and Access to Services
Angelyn Norgaard	SMP/Outreach	(208)233-4032	Intake and Access to Services
Sandy Guidinger	Contracts Manager	(208)233-4032	Intake and Access to Services
Susan Cronquist	Adult Protection Supervisor	(208)233-4032	Assistance with site intakes and relocation if necessary
Therese Hidalgo	Adult Protection Worker	(208)233-4032	Assistance with site intakes and relocation if necessary
Liz Delaney	Ombudsman	(208)233-4032	Alternate services to residents of nursing homes and assisted living facilities

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

LOCATION NAME AND ADDRESS	TELEPHONE / OTHER CONTACT NUMBERS
Bannock County Criminal Justice Center 5800 South 5 th , Pocatello 83201	208-236-7104

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

AAA V staff has a great working relationship with Southeastern Idaho Public Health Department (SIPH), who takes the lead in community disaster preparedness in our planning and service area. The Healthcare Liaison for Public Health Preparedness at SIPH serves on the AAA V advisory council. An AAA V staff member is a part of the Southeastern Idaho Healthcare Coalition which serves as a forum to build and sustain regional healthcare response system to emergency, preparedness, response and recovery. These partnerships and collaborations allow the AAA staff an opportunity to

receive and disseminate disaster preparedness information to consumers, service providers and the general public. The AAA V and our partnering agencies provide access to this information by having emergency preparedness material available at the AAA V office, on the AAA V website and to our service providers.

5. Local Emergency coordinators and Red Cross coordinators in EACH county or city with whom the AAA coordinates emergency planning for the needs of older citizens, and will collaborate during an emergency or disaster situation:

AGENCY NAME AND ADDRESS	COUNTY/ OTHER JURISDICTION	CONTACT NAME	PHONE / E-MAIL
Bannock County Sheriff Box 4666, Pocatello 83205	Bannock	Sheriff Lorin Nielsen Emergency Service Manager	(208) 236-7104
Bear Lake County PO Box 151 Bloomington 83223	Bear Lake	Alan Eborn Emergency Service Coordinator	(208) 945-2212 (208) 251-9935
Bingham County 501 N. Maple, # 208 Blackfoot 83221	Bingham	Scott Reese Emergency Management Director	(208) 782-3190 (208) 243-8611
Caribou County Box 775 Soda Springs 83276	Caribou	Eric Hobson Director of EMS	(208) 547-2583
Franklin County 6869 N. Capital Hill Preston 83263	Franklin	Warren Wilde Director of EMS	(208) 852-1332 (208) 221-1408
Oneida County Sheriff's Dept. 10 Court Street Malad 83252	Oneida	Dan Williams Director of Disaster Services	(208) 766-2251 (208) 766-4116
Power County 560 N. Oregon Trail Road American Falls 83211	Power	Di Jones Office of Emergency Management	(208) 226-2839 (208) 221-1129
Idaho Office of Emergency Management 10714 N. Fairgrounds Road Pocatello 83202	Region 5	Darin Letzring Southeast Idaho Area Field Officer	(208) 258-6563 (208) 417-9546
American Red Cross 410 Memorial Drive--# 204 Idaho Falls 83402	Region 5 & 6	Rusty Devereaux Disaster Program Manager	(208) 220-7311

Medical Reserve Corps Public Health Department 1901 Alvin Ricken Drive Pocatello 83201	Region 5	Jeni Busick MRC Coordinator	(208) 239-5295 (208) 252-4446
Public Health Preparedness Public Health Department 1901 Alvin Ricken Drive Pocatello 83201	Region 5	Eli Bear Healthcare Liaison	(208) 239-5275 (208) 221-6977

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

The AAA V contracts, grants and agreements with service providers describing and assuring their response during a disaster or emergency will be developed during the first year of this area plan.

7. List service providers of major programs (transportation, nutrition, homemaker, etc.) with whom the AAA will coordinate emergency services.

SERVICE PROVIDER NAME AND ADDRESS	COUNTY/ OTHER JURISDICTION	CONTACT NAME	PHONE / E-MAIL
Pocatello Regional Transit 5815 South 5th Avenue Pocatello, Idaho 83204	Counties of Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida and Power	Skyler Beebe	(208)234-A-BUS (2287) Email: prt@pocatello.us
Senior Activity Center 427 N. 6 th Ave. Pocatello, ID 83201	Cities of Pocatello and Chubbuck	Anita Valladolid	(208)233-1212 Email: senioractivities@ida.net
Aberdeen Senior Center 42 W. Washington St. Aberdeen ID 83221	City of Aberdeen	Amy Sidell	(208)397-4349 Email: seniorcitizen@frontier.com
Grace Thiel Community Center 300 Hospital Plaza Montpelier, ID 83254	Bear Lake County	Connie Wright	(208)847-3141 Email: seniorcenterbearlake@gmail.com
Bingham County Senior Center 20 E. Pacific St. Blackfoot, ID 83221	Bingham County	Pam Beus	(208)785-4714 Email: Seniors4ever@qwestoffice.net

Caribou County Senior Center 60 S. Main St. Soda Springs, ID 83276	Caribou County	Shalayne Bartschi	(208)547-3007 Email: carsenior@silverstarbroadband.com
Curlew Valley Senior Center 10808 S. 2300 W. Stone ID 83280 25 E. 50 S. #A Malad, ID 83252	City of Stone, Idaho	Tami Velasco Rich Moore	(208)698-3585 Email: tamiv79@hotmail.com (208)534-6080 Email: rich.moore@malad.us
Franklin County Senior Center 64 W. 1 st S. Preston, ID 83263	Franklin County	Carol Parker	(208)852-2844 Email: communitycenter60@yahoo.com
Lava Hot Springs Senior Center 150 N. Center St. Lava Host Springs, ID 83246	City of Lava Hot Springs Area	Rosie Scott	(208)776-5569 Email: thelavaseniors@aol.com
Oneida County Senior Center 26 N. Main St. Malad, ID 83252	Oneida County	Laura Maxfield	(208)766-2250 Email: ocseniorcenter@outlook.com
Power County Senior Center 180 Idaho St. American Falls, ID 83211	Power County	Kathleen Ulrich	(208)226-2794 Email: pcscseniors60@live.com
Shelley Senior Center 193 W. Pine St. Shelley, ID 83274	City of Shelley	Denine Wong	(208)357-3621 Email: seniors3621@yahoo.com
SEICAA/MOW 825 E. Bridger St. Pocatello, ID 83201	Cities of Pocatello and Chubbuck	Andrea DeMartinis	(208)232-1114 ex. 140 Email: andmartinis@seicaa.org
Bear Lake Memorial Home Care 164 S. 5 th Montpelier, ID 83254	Counties of Bear Lake and Caribou	Shauna Dawes	(208)847-4454 Email: shauna.dawes@blmhospital.com
Care Connection of Idaho 340 E Clark Street Suite C Pocatello, ID 83201	Cities of Blackfoot, Chubbuck, Inkom, McCammom, Pocatello, American Falls	Amber Davis	(208)240-5535 Email: CareConnectionofIdaho@gmail.com
Franklin County Medical Center Home Care 44 N. 100 E. Preston, ID 83263	Franklin County	Kaylene Owen	(208)852-1937 Email: klowen@fcmc.org

Friends and Family Home Care 4922 Yellowstone Suite B Chubbuck, ID 83202	Cities of Chubbuck, Inkom, Pocatello, Grace	LeeAnn Campbell or Cami Aguinaga	(208)244-4136 Email: friendsandfamily@cableone.net
Heartwork Connections, LLC 1443 Parkway Drive, Suite 2 Blackfoot, ID 83221	Counties of Bannock, Bingham, Caribou, Oneida and Power	Denise Jensen	(208)782-1088 Email: heartworkconnections@hotmail.com
Home Helpers 353 E. Lander St. Pocatello, ID 83204	Bannock County, Caribou County, Power County, Aberdeen, Blackfoot, Firth, Shelley	Teresa Nelson or Trina Cutler	(208)234-2380 Email: tnelson@homehelpershomecare.com tcutler@homehelpershomecare.com
Oneida County Hospital Home Care 150 N. 200 W. Malad, ID 83252	Malad	Melanie Bowcutt	(208)766-5805 Email: mbowcutt@oneidahospital.com
PCS Helping Hands 2785 Bannock Hwy. Pocatello, ID 83204	Cities of Chubbuck, Inkom Pocatello, Blackfoot, Soda Springs and Preston	Janice Curtis	(208)232-2009 Email: helpinghands2009@hotmail.com
Quality Home Care 258 McKinley Pocatello, ID 83201	Cities of Chubbuck, Inkom, Arimo, McCammon, Pocatello, Blackfoot, Aberdeen, American Falls	Kita Maravilla	(208)235-4677 Email: qlyhmc@aol.com
Rockwell Care Services 28 S. 1100 E. Suite C American Fork, UT 84003 240 W. Burnside Suite B Chubbuck, ID 83201	Chubbuck, Pocatello and Blackfoot	Sue Christensen	(801)642-2665 1-888-571-6771 Email: sue@rockwellcare.com

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

All consumers of Home Delivered Meals, Homemaker, and Respite Services have an address and/or directions to their home on file in the database system that AAA utilizes. The data base has client demographics and emergency contact information in order to determine the status of the individual that there may be a concern about. Another resource AAA V has utilized to identify frail, disabled and/or vulnerable clients is the HHS emPOWER Map 2.0. This internet based tool helps to further identify specifics about Medicare beneficiaries in our area. The HHS emPOWER Map 2.0 features the monthly total of Medicare beneficiaries with electricity-dependent equipment claims at the U.S. state, territory, county, and zip code level to identify the areas and populations that may be impacted and at risk for prolonged power outages.

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

See #2 above under Basic Components of an Area-Wide Disaster Plan.

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

The capability and extent of assistance the AAA’s are able to provide, in case of a disaster or emergency are limited. Primary to the mission is disaster relief and assistance. The first 24 hours of a disaster or emergency are **key** to accessing relief and assistance.

In case of a disaster or emergency the following information should be recorded on any known victims:

- Name
- Home address
- Telephone number, if working
- Known health conditions
- Next of kind and telephone number
- Nature of need
- Location of individual if not at home

This information should be relayed to Idaho Office of Emergency Management (IOEM) if rescue is required. The AAA V Director and ICOA should be made aware of all efforts accomplished by IOEM.

The AAA V will be prepared to pass on information to the Idaho Commission on Aging about the approximate number of older persons that might be residing in a given area.

It is vitally important that any contracted nutrition providers who provide commodities or meals during a disaster or emergency, keep extensive and accurate records of what was provided to whom, when, and under what circumstances and at whose direction. These services are reimbursable by the federal government if properly authorized but require good records in order to make a claim.

12. Describe activities the AAA will undertake during the contract period to expand emergency preparedness of the Aging Network within the PSA:

AAA V staff will work with local emergency management officials, particularly the Southeastern Idaho Healthcare Coalition, to advocate for inclusion of older citizens' needs in emergency planning. Emergency preparedness activities will be included in contracts with AAA providers. An AAA V staff member will become a member of the Eastern Idaho chapter of Voluntary Organizations Active in Disaster (VOAD). The local VOAD's role is to bring organizations together and enable them to understand each other and work together during times of disaster preparedness, response, relief and recovery. The AAA V will review and update our "call-down" list at least annually. AAA V staff will also engage our service providers in creating "call-down" lists to utilize in the case of an emergency or disaster in their communities.