

Aging & Disability Update

HHS Council

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Overview

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Overview of Area Agencies on Aging (AAA)

AAA Top Services



Information &
Assistance

16,187 Consumers
32,003 Units



Congregate Nutrition

13,015 Consumers
609,769 Meals



Home Delivered
Nutrition

8,055 Consumers
1,003,037 Meals

I&A: Needs By Call Topic

Meals or Food Assistance

Medicaid

Emergency Financial Assistance

Options Counseling

Family Caregiver Support

Homemaker Services

Caregiver Education

Medicare

Assisted Transportation

Iowa Solutions for Aging with Independence and Longevity (IA SAIL)

What is IA SAIL?



The project, called, “**Iowa Solutions for Aging with Independence and Longevity**,” or “IA SAIL” gathers information from people across Iowa through town hall meetings, work group discussions, focus groups, surveys, and subject matter expert interviews.



Iowa Solutions for Aging with Independence and Longevity (IA SAIL) is an Iowa HHS project that brings together government agencies, community partners and non-profit organizations to address challenges faced related to aging throughout Iowans' lifetimes.

Timeline and Activities

**April –
June**

Hold rest of Iowa SAIL discussions and complete action plans where applicable.

**July 15th
Iowa SAIL
Partnership
Meeting**

Review Iowa SAIL Process

Summary of findings, actions, and measures

Answer questions and receive feedback

Next Steps: Iowa SAIL Work Groups timeline and activities

**August -
December**

Iowa SAIL Work Groups continue to cultivate public and private partnerships that address Iowa's most pressing aging issues.

Community Integration

The Olmstead Plan

The Iowa Olmstead Plan 2026-2031 was released in March 2026.

We created a State Health Assessment for Disability to support the ability to track progress toward goals.

Top priority areas include access to care, housing, economic stability, and mental health.

Significant engagement and input from users of the disability service system.

Take away sheets for each priority area to support local initiatives.

Targeted Case Management

TCM provides services statewide to individuals with disabilities who are Fee for Service (FFS) and not assigned to an MCO.



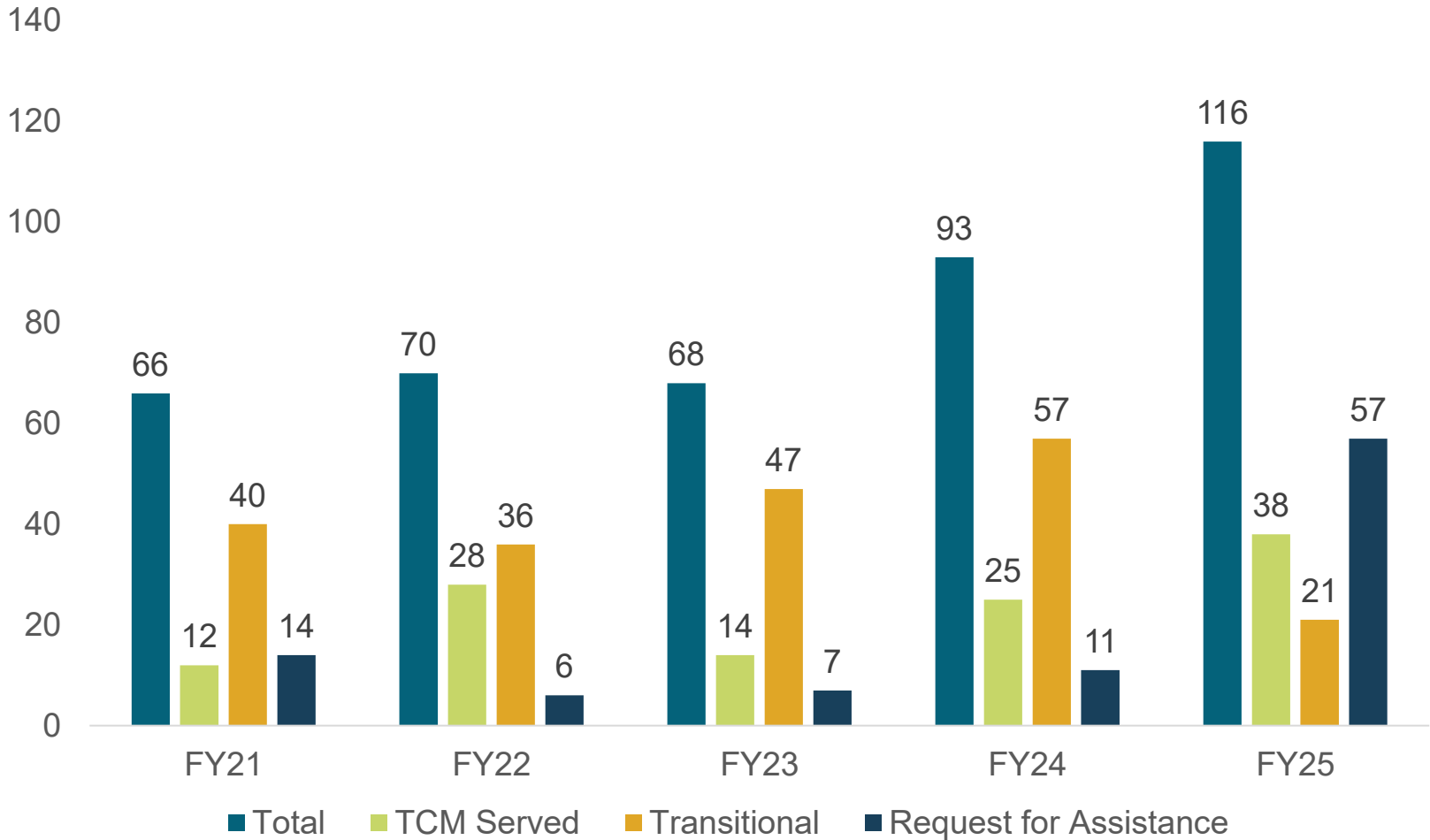
Individuals are FFS because of participation in the Health Insurance Premium Program (HIPP).



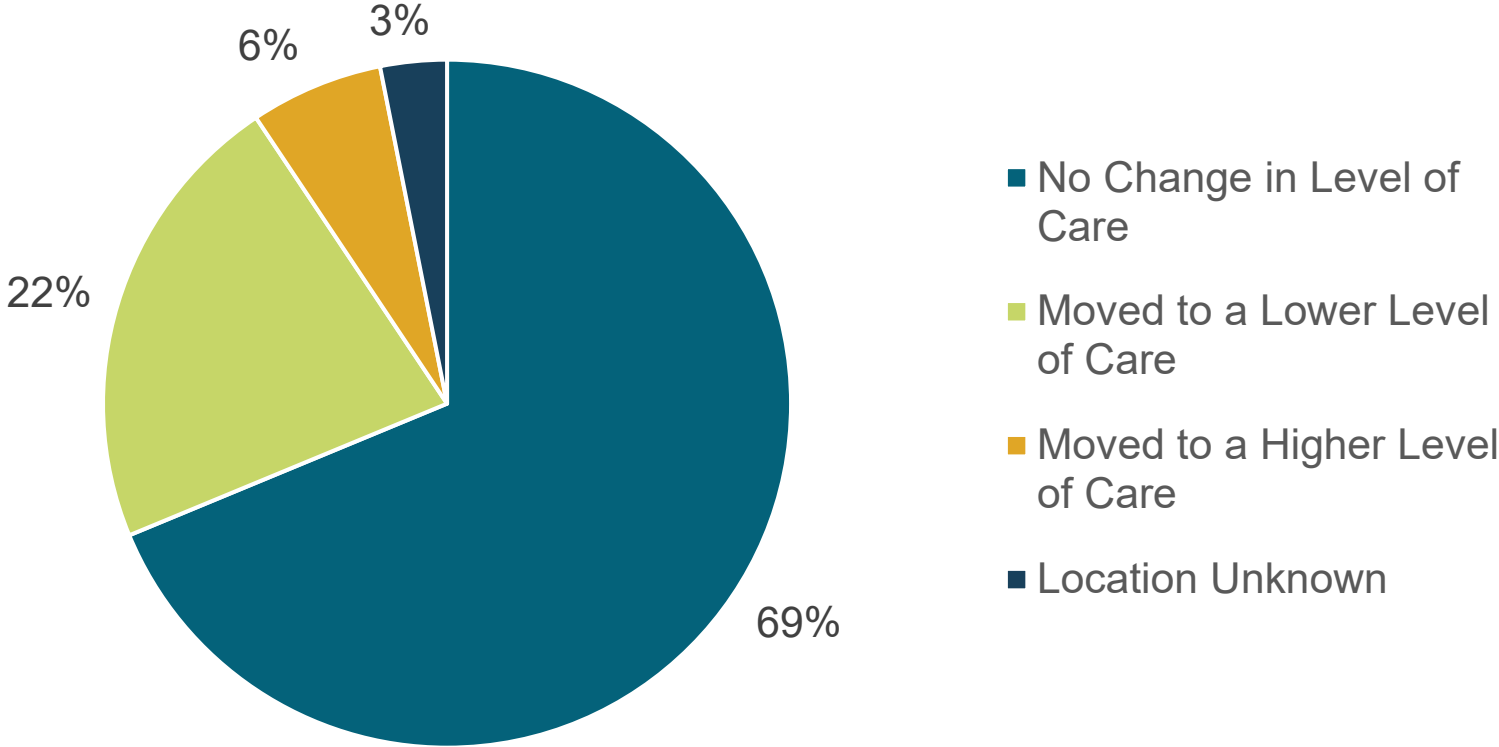
Individuals who are American Indian or Alaskan Native may also choose FFS by opting out of Managed Care.



Complex Case Consultations FY 2025



Placement Outcome Following Consultation FY 2025



Disability Services

Disability Access Points (DAPs)



Since July 2025, the program has served a cumulative total of **4,161** unique individuals.

Information and Assistance initial intake contacts remained steady, while follow-up contacts increased by **27.4%**.

Year One of the contract is complete, and amendments for year two are currently under review.

The team is beginning to look ahead and explore innovative approaches for the future state of the program.

Centers for Independent Living/Statewide Independent Living Council (CILs/SILC)



Strong relationships and trust have been established over the past year.



All partners are actively engaged in ADRC resources and are consistently included in key discussions.



Efforts continue to ensure their involvement in local community conversations.

Prevention and Adult Protective Services

Office of the Public Guardian

For Iowans who cannot make their own decisions about legal, financial, or health care matters, the **Office of Public Guardian** (formerly known as the Office of Substitute Decision Maker) strives to fill that gap. The Office of Public Guardian may act as an individual's guardian, conservator, or representative payee. The mission of the Office of Public Guardian is to preserve individual independence through a person-centered process by:

Providing information about guardianship, conservatorship, and less restrictive alternatives for supporting older adults and adults with disabilities;

Providing education and resources for guardians and conservators; and

Providing guardianship and conservatorship services in the least restrictive manner.



The Office of Public Guardian will only be appointed by the court as the guardian or conservator of last resort if there is no one else who could serve as a guardian or conservator and the person's needs cannot be met with less restrictive alternatives than guardianship or conservatorship.

In SFY25, 146 individuals were provided substitute decision-making supports by OPG contractors.

Elder Abuse



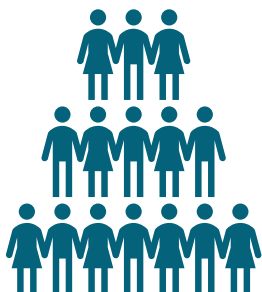
Elder Abuse means the abuse, neglect and exploitation of an individual over the age of 60.

Area Agencies on Aging (AAA), instrumentalities of the State, provide Elder Abuse Services through their Elder Abuse Prevention and Awareness programs per Older Americans Act, Iowa Code 231 and Iowa Code 235F (civil protection).

Elder Abuse does not entail the same response as a Dependent Adult Abuse investigation. There is no investigative outcome and services are provided through cooperation with the reported victim.

- In SFY25, AAA responded to 868 concerns of Elder Abuse

Dependent Adult Abuse



Dependent Adult Abuse means the abuse, neglect and exploitation of an individual over the age of 18 who has a functional impairment which requires assistance from another and the alleged abuse is caused by a caretaker or the dependent adult themselves (could include individuals over the age of 60).

Dependent Adult Abuse Investigations are mandated by Iowa Code and each investigation has a finding. The **Iowa Department of Health and Human Services (HHS)** assess Dependent Adult Abuse in Community Settings per Iowa Code 235B.

In SFY25, HHS's Dependent Adult Abuse Program responded to 6,057 concerns of Dependent Adult Abuse.

Office of the Long-Term Care Ombudsman

OSLTCO Overview



Iowa's Ombudsman Program safeguards the rights of over **54,000 long-term care residents**, responding to thousands of concerns each year in nearly **900 facilities** statewide.



Advocates for the rights, safety, and quality of life of residents in **894 facilities** (nursing facilities, assisted living, and RCFs) and supports **Medicaid managed care members** living in these settings.



Oversees **54,283 long-term care beds** statewide — roughly **6,000 beds per 9 LTCO**, reflecting significant capacity challenges.

Iowa Capacity Snapshot



894 total facilities
statewide

54,283 licensed beds

Equivalent to approximately **6,000**
beds per Long-Term Care
Ombudsman (LTCO)



Breakdown:

401 Nursing Facilities (NF) –
25,536 beds

493 Assisted Living Programs &
Residential Care Facilities (RCF)
– 28,747 beds

Top 3 Complaint Categories

Care – 362

(Quality of care, treatment concerns, medication issues, neglect indicators)

Autonomy, Choice, and Rights – 291

(Resident decision-making, dignity, privacy, freedom from coercion)

Financial/Property Issues – 132

(Billing disputes, improper charges, mismanagement or loss of personal property)



Health and
Human Services

Questions