

STATE OF IOWA DEPARTMENT OF
Health AND **Human**
SERVICES

SFY 2025 Area Plan Update Instructions

Version I

November 2023

SFY 2025 Area Plan Update Instructions

Area Agencies on Aging (AAAs) must submit their SFY 2025 Update to their approved SFY 2022-2025 Area Plan on Aging per these instructions. AAAs should craft their plan update with their large stakeholder audience in mind.

Each agency must submit a one-year budget. Instructions for submitting the area plan budget will be detailed in the *SFY 2025 Area Plan Budget Report Instructions to be issued in January 2024*.

The SFY 2025 Update to the SFY 2022-2025 Area Plan on Aging is due on Thursday, April 4, 2024.

SFY 2025 UPDATE-SUBMISSION AND REVIEW SCHEDULE

| Activity | Who? | 2023 | | | 2024 | | | | | | |
|---|---------|--------|-----|-----|------|-----|-----|-----|-----|-----|-----|
| | | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL |
| ADS host SFY 2025 Area Plan Update webinar . | ADS | 25 | | | | | | | | | |
| ADS issue instructions for the SFY 2025 Update to the SFY 2022-2025 Area Plan on Aging. | ADS | | 15 | | | | | | | | |
| ADS issue DRAFT of SFY 2025 Area Plan Reporting Manual issued for AAA comments. | ADS | | | 15 | | | | | | | |
| AAAs submit comments on SFY 2025 Area Plan Reporting Manual draft to ADS. | ADS | | | | 12 | | | | | | |
| ADS issue FINALIZED SFY 2025 Area Plan Reporting Manual. | ADS | | | | | 1 | | | | | |
| AAA request Technical Assistance from ADS Staff, as needed. | AAA | —————→ | | | | | | | | | |
| AAA submit FINAL SFY 2025 Area Plan Update to ADS. | AAA | | | | | | | 4 | | | |
| ADS provide feedback to AAA on SFY 2025 Area Plan Update. | ADS | | | | | | | 26 | | | |
| AAA provide clarifications / additional information, if requested by ADS. | AAA | | | | | | | | 17 | | |
| ADS submit report on the SFY 2025 Area Plan Update to the Commission Board. | ADS | | | | | | | | 29 | | |
| ADS/AAA present on agency's SFY 2026-2029 Area Plan to Commission on Aging Board. | ADS/AAA | | | | | | | | | TBD | |
| AAA implement SFY 2025 Area Plan Reporting Manual requirements. | AAA | | | | | | | | | | 1 |

Update Overview

The instructions for the SFY 2025 Update to the SFY 2022-2025 Area Plan on Aging assume that all AAAs are updating their approved area plan - not amending them. As of the issuance date of these instructions, ADS is not aware of a condition requiring an area plan amendment. Each AAA, however, should review the conditions requiring an amendment and determine whether they have planned activities or changes that would warrant an amendment to their approved SFY 2022-2025 Area Plan on Aging.

Per IAC 17- 6.2(6)a, the AAA shall amend the area plan and submit it to the commission for approval when:

- (1) A new or amended state or federal statute, rule or regulation requires new information or conflicts with any existing plan provisions;
- (2) A United States Supreme Court decision changes the interpretation of a statute or rule;
- (3) Local law, organization, policy or agency operations change and are no longer accurately reflected in the area plan;
- (4) The department requires amendments;
- (5) The grantee proposes to change the designation of the single organizational unit or component unit responsible for programs under the federal Act or state law; or
- (6) The area agency proposes to add or delete a service category.

Completing the Area Plan Template

Complete the SFY 2025 Update for SFY 2022-2025 Area Plan on Aging Template.docx to provide the required plan update information. The document has not been protected. Replace text included in **[brackets]** with your plan information. All other text must remain in the document.

Do not change the margins or font size. You may alter the document to ensure readability, such as adding white space, inserting page or line breaks, using bulleted or numbered lists, etc. Please carefully proofread and edit the document before final submission.

TABLE OF CONTENTS

Instructions: Once you have completed your plan, the last step is to update your table of contents. To update the table of contents, right-click the cursor in the table. Choose Update Field and then choose Update Entire Table.

Tip: If you see a “Bookmark Not Defined” message instead of a page number, then you have inadvertently removed the heading style from the text. To resolve, go to the text and select it. Then, choose the appropriate Heading style (Heading 1, Heading, 2 or Heading 3).

UPDATE SUMMARY

Instructions: The Update Summary should provide an overview of accomplishments, initiatives, or changes that have occurred at the agency since the submission and approval of its SFY 2022 – 2025 Area Plan on Aging. The Update Summary should also preview activities, initiatives, or events planned for SFY 2025.

- Progress to Date:
 - Changes related to service delivery, staffing, and/or priorities that impact the implementation of the area plan (if any).
 - Accomplishments/Results to Date.
 - New, Unexpected Challenges.
- Planned for SFY 2025:
 - Briefly describe major initiatives, activities, or events planned for SFY 2025 to address identified service gap.

Agencies may include any information pertinent to educate stakeholders on activities or issues impacting service delivery, the plan, agency, or PSA consumers. **Limit your update summary to two pages.**

SECTION I: UPDATE ON STRATEGIES TO ACHIEVE 2022-2025 GOALS

Instructions: For each goal, provide information on prioritized service gaps as instructed below.

PRIORITIZED SERVICE GAPS

Instructions: Insert Service Gap from approved area plan. Agency may add service gaps or replace service gaps; however, agency must explain how the decision was made to add or replace and why.

Important! Changing several of the prioritized service gaps in the approved plan may warrant a plan amendment. Consult with ADS staff if significant changes to the approved plan will occur.

SERVICE GAPS

Within the brackets, insert service gap from approved area plan or revised service gap.

- **Indicator and Strategy Results**

Within the brackets, please explain the results your agency has achieved over the past three years of addressing this service gap.

Be clear and specific enough in your results for a general audience to evaluate whether agency has demonstrated progress in addressing strategies effectively. The summary should incorporate indicators agency is using to evaluate progress and compare 2022 against what has been achieved to date. Also include any remaining efforts planned for SFY 2025.

- **Lessons Learned**

Within the brackets, please provide a summary of lessons learned in addressing this service gap. Did you reach your target population as planned? Give examples of unexpected challenges or barriers you faced in reaching and/or serving your target population. What do you plan to do differently moving forward?

Information here will be used to evaluate agency progress on area plan activities and on addressing identified service gaps.

OUTCOME MEASURES & FISCAL YEAR TARGET

Instructions: For each measure listed, agency must:

- Insert results to date on the outcome measure (insert the date the result was obtained.)
- Insert an outcome target for SFY 2025.
- Targets should be reasonable, achievable, and set a high standard for consumer outcome.
- Provide a one paragraph description of activities impacting performance on measure. If target for SFY 2025 has increased or decreased by 10%, indicate the reason for the change.

Note: For the nutrition counseling target, be sure to enter the consumer target in both a percentage and number. Since the nutrition counseling consumer numbers have traditionally been low a small change can result in a large percentage change.

PUBLIC HEALTH EMERGENCY

Instructions: Funds allocated under the American Rescue Plan Act of 2021 (P.L. 117-2). Per the American Rescue Plan Act, these funds must be utilized to supplement, not supplant other federal title III fund.

Please check the appropriate box that applies to your agency.

ARPA Summary

Within the brackets, please provide a summary of lessons learned in ARPA expansion activities. Who did you reach with this additional funding? How were you able to expand services? Give examples of unexpected challenges or barriers you faced in reaching and/or serving your target population. What do you plan to do differently moving forward?

Information here will be used to evaluate agency progress on area plan activities and on addressing identified service gaps.

SECTION 2: SERVICE PROJECTIONS

SFY 2025 PROJECTED OLDER AMERICANS ACT CONSUMERS AND SERVICE UNITS

Instructions: Provide agency’s SFY 2025 projections for the total number of consumers to be served, number of consumers served by targeted populations, and total service units. You may use the sample table in the template or the Department’s Form 3A-I. Instructions for submitting the Form 3A-I for SFY 2025 are detailed in the SFY 2025 Area Plan Budget Report Instructions document. As noted in that document, agencies must enter Form 3A-I data through the Iowa Aging Financial Reporting System (IAFRS) and submit the completed Form 3A-I in section 2 of the SFY 2025 Update to the SFY 2022-2025 Area Plan on Aging. (The consumer and unit services and projections in the plan narrative must match that entered into budget.)

Consult chapter 2 of the Area Agency on Aging Reporting Manual for a listing of allowable services and service definitions. Agency’s should also utilize Iowa aging demographic data and past service units provided & consumer served when determining projections for SFY 2025.

Self-Direction Service Delivery

Instructions: Review the definition of self-direction below.

Self-Direction means: An approach to providing services (including programs, benefits, supports, and technology) under the OAA intended to assist an individual with activities of daily living, in which— (A) such services (including the amount, duration, scope, provider, and location of such services) are planned, budgeted, and purchased under the direction and control of such individual; (B) such individual is provided with such information and assistance as are necessary and appropriate to enable such individual to make informed decisions about the individual’s care options; (C) the needs, capabilities, and preferences of such individual with respect to such services, and such individual’s ability to direct and control the individual’s receipt of such services, are assessed by the area agency on aging (or other agency designated by the area agency on aging) involved; (D) based on the assessment made under subparagraph (C), the area agency on aging (or other agency designated by the area agency on aging) develops together with such individual and the individual’s family, caregiver or legal representative— (i) a plan of services for such individual that specifies which services such individual will be responsible for directing; (ii) a determination of the role of family members (and others whose participation is sought by such individual) in providing services under such plan; and (iii) a budget for such services; and (E) the area agency on aging or State agency provides for oversight of such individual’s self-directed receipt of services, including steps to ensure the quality of services provided and the appropriate use of funds under the OAA. (Source: OAA)

If AAA utilizes a self-direction service delivery approach for older adults and caregivers to obtain services funded in whole or part by Title III B or E of the OAA, agency must complete the table below and insert the table into the area plan update template. AAA will provide a report on actuals for this service delivery approach at the end of the SFY and FFY.

| Item | Projection |
|--|------------|
| Persons Served - Older Adult | # |
| Projected Title IIIB Expenditure - Older Adults | Amount |
| Projected Other - State Expenditure - Older Adults | Amount |
| Projected Other - Non-State Expenditure - Older Adults | Amount |
| Projected Program Income Expended - Older Adults | Amount |
| Persons Served - Caregivers of Older Adult | # |
| Projected Title IIIE Expenditure - Caregivers Older Adult | Amount |
| Projected Other - State Expenditure -Caregivers Older Adult | Amount |
| Projected Other - Non-State Expenditure - Caregivers Older Adult | Amount |
| Projected Program Income Expended -Caregivers Older Adult | Amount |
| Persons Served - Older Relative Caregivers | # |
| Projected Title IIIE Expenditure - Older Relative Caregivers | Amount |
| Projected Other - State Expenditure --Older Relative Caregivers | Amount |
| Projected Other - Non-State Expenditure - Older Relative Caregivers | Amount |
| Projected Program Income Expended - Older Relative Caregivers | Amount |

Caregiver Respite Voucher

Agency does **not** use a voucher method for caregivers to obtain respite services.

OR

Agency utilizes a voucher method for caregivers to obtain respite services.

The following table shows the number of persons expected to be served using a voucher method for caregiver respite and which funding sources are expected to be utilized for the vouchers.

| Item | Projection |
|--|---------------|
| Persons Served - Caregivers of Older Adults | # |
| Does AAA intend to use the funding sources listed below to provide respite services for Caregivers of Older Adults through vouchers? | |
| OAA Title III E federal funds | Y or N |
| Other - State Expenditure | Y or N |
| Other - Non-State Expenditure | Y or N |
| Program Income Expended | Y or N |
| Persons Served - Older Relative Caregivers | # |
| Does AAA intend to use the funding sources listed below to provide respite services for Older Relative Caregivers through vouchers? | |
| OAA Title III E federal funds | Y or N |
| Other - State Expenditure | Y or N |
| Other - Non-State Expenditure | Y or N |
| Program Income Expended | Y or N |

Service Coverage

Instructions: Check appropriate box depending on if there have been changes to your service coverage area.

- a. If there have been no changes you do not need to complete and submit a service coverage table.
- b. If there have been changes you will need to complete the following:
 - i. Describe service coverage changes from SFY 2024.
 - ii. Insert an “N” if the service is **Now** available in the service county or “R” to indicate the service has been **Removed** and is no longer a funded area plan service available to consumers in the county.

Evidence-Based Programing (EBP)

Instructions: Provide a list of names, locations and methods of service delivery for all evidence-based programming your agency intends to offer in SFY2025.

Area Plan Service Waiting List

Instructions: If agency anticipates implementing a wait list for area plan services, check appropriate box and provide additional details on SFY2025 Area Plan Update Template. Also refer to SFY2025 Report Manual for further instructions notifying the Iowa Department on Aging when implementing a waiting list. Please add additional rows as needed.

| Service(s) with Waiting List | Please select reason(s) for anticipating waiting list. |
|------------------------------|---|
| | <input type="checkbox"/> Funding Inadequate <input type="checkbox"/> No Funding <input type="checkbox"/> No Service Provider <input type="checkbox"/> Unable to Staff <input type="checkbox"/> Other (please describe): |

SECTION 3: QUALITY MANAGEMENT

Instructions: Please confirm that quality management activities that will be undertaken during the plan period are current. (Quality management of service programs encompasses three functions: data collection to assess ongoing program implementation, remediation of problem areas, and continuous improvement.) Update as necessary.

SECTION 4: PUBLIC INPUT

GOVERNING BOARD AND ADVISORY COUNCIL

Instructions: Provide updated information for the agency's Governing Board and Advisory Council.

Notes: Agencies are to provide ADS with an updated Governing Board and Advisory Council membership and contact list whenever membership changes.

For the Advisory Council, enter composition criteria yet to be satisfied by the Council membership or enter: “None, all composition criteria are satisfied”.

PUBLIC HEARING

Instructions: Please refer to Iowa Administrative Rule, Chapter 6.2(7)(a) for conditions in which a public hearing is required. If your agency conducted a public hearing, provide the following documentation:

- Provide a text copy of the public hearing notice & a list of groups to whom the notice was sent and dates. If agency chose to publish notice in the newspaper, provide documentation that the notice was published, including date of publication.
- A copy of the agenda that includes the date and location of the hearing and shows priority services and direct service requests as distinct agenda items for any hearing.
- A list of people present at the hearing.
- A written summary of the public hearing including comments specific to the services proposed for direct service provision.

ATTACHMENTS

STAFFING AND VOLUNTEER INFORMATION

Instructions: Complete and insert the following table into the plan document to list the anticipated number of full and part-time positions at the agency, the number of SCSEP beneficiaries employed at the agency, and the number of volunteers supporting the agency at the start of the SFY 2025 (7/1/2024).

| Position | Total Number |
|-------------------------|---------------------|
| Staff (paid) full-time: | |
| Staff (paid) part-time: | |
| SCSEP Beneficiaries: | |
| AAA Volunteers: | |

AUTHORIZED SIGNATURES

Instructions: Provide a list of names and titles of personnel who are authorized to sign for your agency.

Note: Agency staff must provide ADS with an updated Authorized Signatures page when a change has occurred in persons authorized to sign for items listed.

GRIEVANCE PROCEDURES

Instructions: Please confirm that the plan’s information on its grievance procedures is current. If not, please provide updated information on how members of the public may obtain your agency’s grievance procedures related service provision.

NUTRITION SERVICES, SERVICE PROVIDERS, AND SENIOR CENTER/ FOCAL POINTS

Nutrition Services

Instructions: Review, update, and confirm that the Nutrition Services information (location and frequency) in the case management system (WellSky) is current.

Service Providers of OAA Services

Instructions: Review, update, and confirm that the Service Provider information as listed below is current in the case management system (WellSky).

- Total Providers for all Title III services (parts B/C/D/E)
- Total Providers for Title III services parts B/C/D only
- Total Providers for Title III services part E only
- Total Providers for Home Delivered Nutrition
- Total Providers for Congregate Nutrition
- Total Providers for Home Delivered Nutrition AND Congregate Nutrition
- Total Providers for Information and Assistance

Senior Centers and Focal Points

Instructions: Review, update, and confirm that the Focal Point and Senior Center as listed below is current in the case management system (WellSky).

- Total Number of Focal Points
- Of the Total Number of Focal Points, # that are Senior Centers

EMERGENCY PLAN SUMMARY

Instructions: Review information in the plan that:

1. Summarizes the activities the agency is involved in as they relate to preparedness planning and plan activation.
2. Describes how the agency collaborates with other entities, including partners and contractors, as well as emergency response agencies, relief organizations, government agencies or other institutions, when carrying out these activities.
3. Revise and update as necessary.

Note: The Older American's Act requires Area Agencies on Aging to have an emergency preparedness plan and to summarize it in the agency's Area Plan. (Also see: Iowa Code 231.33(18); IAC 17—6.9; 6.10; 7.19) Older American's Act of 1965, as amended through P.L. 114-144 AREA PLANS - Section. 306(a)(17)

SEC. 306. (a) Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1). Each such plan shall—

(17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.

DIRECT SERVICE WAIVER REQUESTS

Instructions: Requests to provide a service directly submitted with the SFY 2022 – 2025 Area Plan on Aging are for the four-year plan period. If the agency plans to continue to provide the services directly as submitted, no action is required.

If the agency intends to start providing a service directly in SFY 2025, then a direct service request is required for the service. (Submit a completed Request to Provide Direct Service form with this plan update.) Per Iowa Administrative Code, agencies shall hold at least one public hearing when offering a direct service.

AAA COST ALLOCATION PLAN

Instructions: If the agency does not plan on making any changes to their previously submitted Cost Allocation Plan, please indicate the date of the Cost Allocation Plan the agency will continue to use for SFY 2025 within the Area Plan template. No further action is needed.

If the agency chooses to make updates to their Cost Allocation Plan for SFY 2025 please submit an updated plan separately using the Cost Allocation Plan template provided.

VERIFICATION OF AGENCY INTENT AND COMPLIANCE

Review the Verification of Agency Intent and Compliance document, assurance, and compliance information as indicated in the document. Ensure that signatories have reviewed the most recent information in the document prior to signing. Insert required digital signatures and submit with SFY 2025 Update to the SFY 2022-2025 Area Plan on Aging.

SUBMISSION INSTRUCTIONS

ACCESSIBILITY. The Area Plan document must be submitted to ADS in an accessible electronic format. For more information, visit Microsoft's support page at <https://support.office.com/en-us/word> or WebAim.org <http://webaim.org/techniques/word>. You can also find information about creating accessible PDF documents on WebAim.org and at Adobe: <https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html>.

REQUIRED DOCUMENTS. The SFY 2025 Update to the SFY 2022-2025 Area Plan on Aging, including the digitally signed Verification of Agency Intent and Compliance document, cost allocation plan, and, when applicable, the Request to Provide Direct Service document, must be submitted electronically to Eugenia Kendall at eugenia.kendall@iowa.gov no later than 4:00 p.m. on **Thursday, April 4, 2024**.

QUESTIONS AND REQUESTS FOR TECHNICAL ASSISTANCE

Agencies may request technical assistance on completing the SFY 2025 update. Please direct requests for technical assistance and questions on completing and submitting the SFY 2025 Update template to Eugenia Kendall at eugenia.kendall@iowa.gov or 515-975-5426. Questions may be submitted at any time. However, requests for in-depth technical assistance should allow ADS staff two-weeks to schedule and provide the technical assistance.