

2020 Area Plan Update



Area I – North Idaho Area Agency on Aging North Idaho College

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Coeur d’Alene, ID 83815

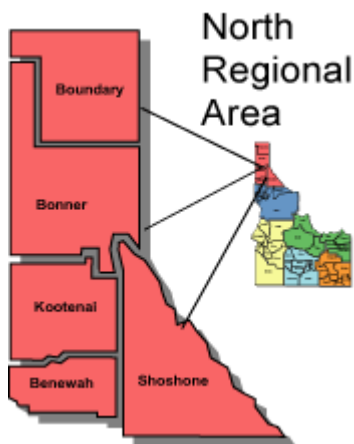
Information and Referral phone Number: 1-208-667-3179 or 1-800-786-5536

Website – <http://www.aaani.org/>

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Counties – *Benewah, Boundary, Bonner, Kootenai, Shoshone*

PSA I



Geographic Information:

The region in PSA I covers 7,932 square miles in five northern-most counties in the state: Benewah, Bonner, Boundary, Kootenai, and Shoshone. Area Agency on Aging I (AAA I) is a division within the Department of North Idaho College. AAA I is located in Coeur d’Alene, the region’s largest city also referred to as Idaho’s Panhandle. North Idaho’s clear lakes and old growth forests have long attracted tourists while providing its resident population with both recreation and a livelihood through the lumber and mining industries.

Demographic Information:

Based on the 2017 American Community Survey Estimates, the total population in PSA I was 234,835, of which 64,487 (27.5%) 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 63,333. The Census shows 64 percent of the population resides in Kootenai County where the city of Coeur d'Alene is located. The region's culture is influenced by three universities North Idaho College, Lewis- Clark State College and the University of Idaho (located adjacent to PSA II).

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	\$65,543	\$93,337	\$158,880
SFY 2019 (July 2018 – June 2019) Actual	\$63,983	\$111,421	\$175,404
SFY 2020 (July 2019 – June 2020) Actual	\$58,507	\$104,704	\$163,211
SFY 2020 Family First Actual	N/A	\$2,770	\$2,770
SFY 2020 CARES Act Actual	N/A	\$469	\$469
Total SFY 2020 Admin Actual	\$58,507	\$107,943	\$166,450
SFY 2021 (July 2020 – June 2021) Budget	\$50,930	\$105,932	\$156,862
SFY 2021 CARES Act Budget	0	\$63,230	\$63,230
SFY 2021 STATE Family First Budget	\$18,191	0	\$18,191
Total SFY 2021 Admin Budget	\$69,121	\$169,162	\$238,283

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	\$32,477	\$32,477
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$25,143	\$25,143
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$36,375	\$36,375
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$47,696	\$47,696

Coordination and Planning Activities:

Projects for the previous year and outcomes/successes: The Covid Pandemic provided many planning and coordinating opportunities during the second half of SFY 2020. The most relevant change was the nutrition

services with our Senior Centers. All the senior centers altered their traditional congregate meals with a 'drive through' model which actually increased meal counts in many areas. Home delivered meals were also authorized for many seniors who were isolated in their homes during the statewide shutdown. During FY20 we coordinated a Friendly Calling program to reach out to seniors in order to determine unmet needs and provide local services. This also helped relieve loneliness and isolation of those confined to their homes.

Coordination activities for the upcoming year (SFY 2021):

Coordination activities for the upcoming year include developing new preventive health programs and looking at an online platform for presenting, such as the chronic pain or chronic disease health programs. We are also getting our Life Span respite program started in our area. We intend to explore opportunities to apply for additional funding through local grants and other resources to sustain our senior programs. Likely the largest coordination project this next FY will be a new 4-year state plan.

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

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

Service Eligibility: Individual 60 years of age or older.

Service Implemented by:

Provider Name	Address	Phone No.	Service Hours
Cd'A Tribe, DBA Citylink	27068 S. Hwy 95, Worley, ID 83876	208-769-2600	Mon-Sun 5:40am – 1:10am
Kootenai Co. Transit (Cityink)	400 NW Boulevard, Cd'A, ID	(208) 446-1608	M-F 6am – 10pm
Selkirks-Pend O'reille Transit Authority (SPOT)	31656 Hwy 200, Box 8 Ponderay, ID 83852	(208) 263-3774	M-Sun 6:30am – 6:30pm
Shoshone Co. (Silver Express)	700 Bank St., Wallace, ID 83873	(208) 752-3331	M-F 8am – 5:30pm
Hayden Senior Center	9428 N Govt Way, Hayden, ID 83835	(208) 762-7052	M-F 9am – 4pm
Post Falls Senior Center	1215 E 3 rd Ave, Post Falls, ID 83854	(208) 773-9582	M-F 8am – 4pm

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	\$11,009	\$27,910	\$38,919
SFY 2017 (July 2016 – June 2017) Actual	\$44,132	\$10,511	\$54,642
SFY 2018 (July 2017 – June 2018) Actual	\$50,171	\$16,969	\$67,140
SFY 2019 (July 2018 – June 2019) Actual	\$54,855	\$24,455	\$79,310
SFY 2020 (July 2019 – June 2020) Actual	\$50,000	\$25,909	\$75,909
SFY 2021 (July 2020 – June 2021) Budget	\$70,000	\$23,904	\$93,904

A. Transportation Service Delivery Strategy: Efforts will continue to expand existing fixed route and paratransit contracted service and encourage development of more demand response and group transportation options for seniors.

Performance Measure:

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

Baseline:			
<u>State Fiscal Year (SFY)</u>	<u>Annual Boardings</u>	<u>Average Cost per Boarding</u>	<u>Consumer Satisfaction %</u>
SFY 2016 (July 2015 – June 2016) Actual	8,316	\$4.68	Not Available
SFY 2017 (July 2016 – June 2017) Actual	26,560	\$2.06	Not Available
SFY 2018 (July 2017 – June 2018) Actual	24,733	\$2.71	Not Available
SFY 2019 (July 2018 – June 2019) Actual	36,818	\$2.15	Not Available
SFY 2020 (July 2019 – June 2020) Actual	43,347	\$1.75	Not Available

Benchmark: Transportation in Area 1 should see an overall 2% annual increase in boardings.

B. Transportation Coordination Strategy: Coordination efforts will involve AAA participation in transportation planning committees in Area 1.

Performance Measure: Participation in transportation committee meetings in Area 1.

Baseline:						
<u>State Fiscal Year (SFY)</u>	<u>Transportation Committees in Benewah</u>	<u>Transportation Committees in Boundary</u>	<u>Transportation Committees in Bonner</u>	<u>Transportation Committees in Kootenai</u>	<u>Transportation Committees in Shoshone</u>	<u>ITD Transportation Meetings</u>
SFY 2016 (July 2015 – June 2016)	0	1	1	0	2	1
SFY 2017 (July 2016 – June 2017)	1	1	1	4	1	1
SFY 2018 (July 2017 – June 2018)	1	1	1	4	1	1
SFY 2019 (July 2018 – June 2019)	1	0	0	1	0	1
SFY 2020 (July 2019 – June 2020)	1	0	0	1	0	1

Benchmark: AAA participation in transportation planning committees in all counties.

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, 402 W Canfield Ave., Ste 1, Coeur d’Alene, ID 83815, 208-667-3179, M-F 8:30-4:00

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

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$10,880	\$10,880
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$3,755	\$3,755
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$4,317	\$4,317
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$3,112	\$3,112
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$5,357	\$5,357

SFY 2020 CARES COVID-19 Actual	\$0	\$0	\$0
Total SFY 2020 Actual	\$0	\$5,357	\$5,357
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$2,833	\$2,833

A. Outreach Service Delivery Strategy: Increase AAA outreach to registered consumers categories who are at the greatest social and economic need (living in poverty, alone, or rural area, or are aged 75 or older, have limited English, or are low-income minority).

Performance Measure: Total outreach counts.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>One-to-one Contacts</u>
SFY 2016 (July 2015 – June 2016) Actual	1,504
SFY 2017 (July 2016 – June 2017) Actual	2,692
SFY 2018 (July 2017 – June 2018) Actual	213
SFY 2019 (July 2018 – June 2019) Actual	1962
SFY 2020 (July 2019 – June 2020) Actual	2607

Benchmark: Increase registered consumers with greatest economic and social need to meet or exceed the Census level of seniors.

B. Outreach Coordination Strategy: Increase public awareness of AAA core services through outreach in partnership with community organizations, such as senior centers, hospitals, medical clinics, Disability Action Center, food banks, Panhandle Health District, county VSO programs, tribal wellness programs, etc. Outreach will target seniors who are at the greatest social and economic need to provide greater awareness of Family Caregiver Support Programs, nutrition, homemaker, and transportation, as well as other AAA support services.

Performance Measure: Number of outreach partners and/or events

Baseline: FY 2016 – 7 events.

<u>State Fiscal Year (SFY)</u>	<u>Outreach Partners</u>	<u>Outreach Events</u>
SFY 2016 (July 2015 – June 2016)	5	5
SFY 2017 (July 2016 – June 2017)	7	7
SFY 2018 (July 2017 – June 2018)	9	5
SFY 2019 (July 2018 – June 2019)	20	5
SFY 2020 (July 2019 – June 2020)	22	6

Benchmark: Increase outreach partners and/or events annually.

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, 402 W. Canfield Ave., Suite 1, Coeur d’Alene, ID 83815, 208-667-3179, M-F 8:30-4:00

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

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$151,303	\$151,303
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$150,668	\$150,668
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$162,975	\$162,975
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$152,194	\$152,194
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$181,015	\$181,015
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$242,533	\$242,533

Friendly Calling Funding Source (Actual expenditures for completed year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$3,292	\$3,292
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$1605	\$1605

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 2020 (July 2019 – June 2020) Covid 19 Actual	12	\$274.30	1	#DIV/0!

A. I&A Service Delivery Strategy: Identify best practices for data and tracking systems to monitor efficiencies and effectiveness of I&A service.

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 I&A Contact per FTE</u>
SFY 2016 (July 2015 – June 2016) Actual	5,172	\$29.25	4	108
SFY 2017 (July 2016 – June 2017) Actual	4,663	\$32.31	3	130
SFY 2018 (July 2017 – June 2018) Actual	4,400	\$37.04	3	122
SFY 2019 (July 2018 – June 2019) Actual	5,991	\$25.40	3.2	156
SFY 2020 (July 2019 – June 2020) Actual	5829	31.05	3.06	159

Friendly Calling 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 2020 (July 2019 – June 2020) COVID-19 Actual	<u>12</u>	<u>274.30</u>	<u>1</u>	

Benchmark: Increase contact counts by 1% annually.

B. I&A Coordination Strategy: Increase networking and reciprocal exchange of service information with community partners, such as non-profits and social services agencies to increase awareness of I&A and AAA services.

Performance Measure: Number of community partners that receive I&A and AAA services information.

Baseline:

<u>State Fiscal Year (SFY)</u>	Community partners that receive AAA services information
SFY 2016 (July 2015 – June 2016)	7
SFY 2017 (July 2016 – June 2017)	7
SFY 2018 (July 2017 – June 2018)	10
SFY 2019 (July 2018 – June 2019)	16
SFY 2020 (July 2019 – June 2020)	21

Benchmark: Provide I&A and AAA service information to a minimum of 5 community partners each year.

Public Information

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	\$2,846	\$2,846
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$0	\$0
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$0	\$0

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Number of Activities</u>
SFY 2016 (July 2015 – June 2016)	Not Available
SFY 2017 (July 2016 – June 2017)	Not Available
SFY 2018 (July 2017 – June 2018)	9
SFY 2019 (July 2018 – June 2019)	38
SFY 2020 (July 2019 – June 2020)	113

Adult Day Care

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	\$780	\$3,495	\$4,275
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$0	\$0
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$0	\$0
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$0	\$0

Baseline:

<u>State Fiscal Year (SFY)</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)	N/A	N/A	N/A

SFY 2017 (July 2016 – June 2017)	N/A	N/A	N/A	
SFY 2018 (July 2017 – June 2018)	N/A	N/A	N/A	
SFY 2019 (July 2018 – June 2019)	N/A	N/A	N/A	
SFY 2020 (July 2019 – June 2020)	N/A	N/A	N/A	

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, 2120 Lakewood Dr., Ste B, Coeur d’Alene, ID 83814, 208-667-3179, M-F 8:30-4:00

Funding Source: Federal: Administration for Community Living (ACL), and the State of Idaho. (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$13,529	\$0	\$13,529
SFY 2017 (July 2016 – June 2017) Actual	\$2,349	\$3,252	\$5,600
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$0	\$0
SFY 2019 (July 2018 – June 2019) Actual	\$136	\$0	\$136
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$0	\$0
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$0	\$0

A. Case Management Service Delivery Strategy: Utilized trained and experienced AAA staff to assess older individuals, develop and implement a service plan, and coordinate multiple services for consumers that are unable to do this on their own. 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	1	\$13,529	1	\$13,529
SFY 2017 (July 2016 – June 2017) Actual	1	\$5,600	13	\$431
SFY 2018 (July 2017 – June 2018) Actual	0	\$0	0	\$0
SFY 2019 (July 2018 – June 2019) Actual	1	\$136	9.5	\$14
SFY 2020 (July 2019 – June 2020) Actual	n/a	n/a	n/a	n/a

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

B. Case Management Coordination Strategy: Coordinate a standardized referral protocol between local emergency agencies, hospitals, and other community organizations in all counties on the criteria required for case management assistance, as well as other options the AAA can offer to individuals in greater need.

Performance Measure: Standardized MOU with local emergency agencies, hospitals, and other community organizations.

Baseline:

<u>State Fiscal Year (SFY)</u>	MOUs Benewah	MOUs Boundary	MOUs Bonner	MOUs Kootenai	MOUs Shoshone
SFY 2016 (July 2015 – June 2016)	N/A	N/A	N/A	N/A	N/A
SFY 2017 (July 2016 – June 2017)	0	1	1	1	1
SFY 2018 (July 2017 – June 2018)	0	1	1	3	1
SFY 2019 (July 2018 – June 2019)	1	2	2	3	2
SFY 2020 (July 2019 – June 2020)	1	2	2	3	2

- **Benchmark:** Add additional MOUs each year.

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:

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

Service Implemented by:

Aging Better In-Home Care	1125 E Polston Ave, STE A, Post Falls, ID 83854	(208) 777-0308	M-F 8am – 5 pm
Access Care At Home	1044 Northwest Blvd, STE D, Cd’A, ID 83815	(208) 783-0100	M-F 9am – 5pm
AllWays Caring	1900 Northwest Blvd, STE 210, Cd’A, ID 83814	(208) 665-5579	M-F 8:30am – 5pm
Comfort Keepers	820 E Best Ave, Cd’A, ID 83814	(208) 765-9511	M-F 8am – 4:30pm
First Light	916 W Ironwood, STE 4, Cd’A, ID 83814	(208) 758-8090	M-F 8am – 5pm

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	\$148,730	\$22,304	\$171,034
SFY 2017 (July 2016 – June 2017) Actual	\$158,399	\$3,126	\$161,525
SFY 2018 (July 2017 – June 2018) Actual	\$117,033	\$53,401	\$161,800
SFY 2019 (July 2018 – June 2019) Actual	\$118,388	\$16,230	\$134,618
SFY 2020 (July 2019 – June 2020) Actual	\$124,094	\$35,446	\$159,540
SFY 2020 CARES COVID-19 Actual	\$0	\$0	\$0
Total SFY 2020 Actual	\$124,094	\$35,446	\$159,540
SFY 2021 (July 2020 – June 2021) Budget	\$71,226	\$0	\$71,226
SFU 2-21 CARES Budget	\$0	\$108,108	\$108,108

Total SFY 2021 Title IIIB and CARES Budget	\$71,226	\$108,108	\$179,334
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Cost Share: Both federal and state funds are eligible; however different requirements apply: If only federal funds are used, the AAA must use individual income when determining cost-share and participants cannot be terminated for refusal to pay. If only using state funds, the AAA must use household income when determining cost-share and person can be terminated for refusal to pay. If a combination of federal and state funds is used, the AAA follows federal requirements.

A. Homemaker Service Delivery Strategy: To provide the maximum amount of assistance with minimum units of service to provide in-home supports to keep client safe and independent in their home.

Performance Measure:

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

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Annual Units (hrs.)</u>	<u>Average cost per Unit (hr.)</u>	<u>Annual Units (hrs.) per Client</u>	<u>Annual Expense per Client</u>
SFY 2016 (July 2015 – June 2016) Actual	278	10,682	\$16	38	\$615.23
SFY 2017 (July 2016 – June 2017) Actual	322	10,016	\$16	31	\$501.63
SFY 2018 (July 2017 – June 2018) Actual	320	11,067	\$15	35	\$532.61
SFY 2019 (July 2018 – June 2019) Actual	286	8,866	\$15	31	\$470.69
SFY 2020 (July 2019 – June 2020) Actual	302	9,572	\$17	32	\$528.28

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)	39%	34%	6%	21%	17%	72%
SFY 2017 (July 2016 – June 2017)	TBD	25%	TBD	27%	TBD	69%
SFY 2018 (July 2017 – June 2018)	TBD	25%	TBD	32%	TBD	69%
SFY 2019 (July 2018 – June 2019)	TBD	25%	TBD	34%	TBD	64%
SFY 2020 (July 2019 – June 2020)	38.29%	25%	4.55%	40%	TBD	63%

*Greatest Economic Need: 65 or older living in Poverty

**Greatest Social Need: 65 or older living alone

Benchmark: Increase number of consumers.

B. Homemaker Coordination Strategy: Increase public awareness of homemaker services in rural communities, and coordinate with providers in rural communities to increase service delivery.

Performance Measure: Percentage of rural consumers.

Baseline: Percentage of rural consumers in FY 2016 was 25%

Benchmark: Increase percentage of rural consumers by 1% each year.

6: Chore Objective: To expand chore services statewide.

Service Description: Chore funds are used to improve the client’s or older individual’s safety at home or to enhance the client’s use of existing facilities in the home. These objectives shall be accomplished through one-time or intermittent service to the client. They provide 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:

AAging Better In-Home Care	1125 E Polston Ave, STE A, Post Falls, ID 83854	(208) 777-0308	M-F 8am – 5 pm
Access Care At Home	1044 Northwest Blvd, STE D, Cd’A, ID 83815	(208) 783-0100	M-F 9am – 5pm
AllWays Caring	1900 Northwest Blvd, STE 210, Cd’A, ID 83814	(208) 665-5579	M-F 8:30am – 5pm
Comfort Keepers	820 E Best Ave, Cd’A, ID 83814	(208) 765-9511	M-F 8am – 4:30pm
First Light	916 W Ironwood, STE 4, Cd’A, ID 83814	(208) 758-8090	M-F 8am – 5pm

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	\$2,347	\$2,347
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$3,243	\$3,243
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$3,070	\$3,070
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$496	\$496
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$140	\$140
SFY 2021 (July 2020 – June 2021) Budget	\$2,000	\$20,000	\$22,000

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 in Area 1 through contracts with service providers.

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	Contract	32	124	\$19
SFY 2017 (July 2016 – June 2017) Actual	Contract	15	162	\$20
SFY 2018 (July 2017 – June 2018) Actual	Contract	15	154	\$20
SFY 2019 (July 2018 – June 2019) Actual	Contract	4	34.5	\$14
SFY 2020 (July 2019 – June 2020) Actual	Contract	3	15.75	\$9

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: Increase number of chore consumers by 2 annually.

B. Chore Coordination Strategy: Coordinate with contracted providers to increase awareness of chore service to those seniors who live alone, live in a rural area, or live in poverty.

Performance Measure: Increased awareness and overall utilization of Chore services via referrals to AAA.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>% of Registered Consumer who live alone</u>	<u>% of Registered Consumer who live in Rural Area</u>	<u>% of Registered Consumer who live in Poverty</u>	<u>Chore Referral</u>
SFY 2016 (July 2015 – June 2016)	N/A	N/A	N/A	32
SFY 2017 (July 2016 – June 2017)	80%	33%	40%	15
SFY 2018 (July 2017 – June 2018)	87%	40%	53%	15
SFY 2019 (July 2018 – June 2019)	50%	50%	25%	4
SFY 2020 (July 2019 – June 2020)	75%	25%	25%	3

Benchmark: Increase chore referrals by 2 each year and increase consumers with greatest economic and social needs.

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:

- ElderHelp 208-661-8870

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) Actual	\$0	\$0	\$0
SFY 2021 (July 2020 – June 2021) 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: AAA I&A will make appropriate referrals to local entities that are able to provide minor home modification to seniors. Referrals will be tracked in the database.

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) Actual	Referral	Not Applicable	Not Applicable	Not Applicable

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: Once a baseline has been established, maintain or increase the number of referrals made for minor home modification annually.

B. Minor Home Modification Coordination Strategy: Identify and coordinate with community organizations that engage in minor home modifications to increase the referral base.

Performance Measure: Number of minor home modification referral sources.

Baseline: One provider – ElderHelp.

Benchmark: Identify at least one provider each year.

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, 610 W Hubbard Ave, Ste 219, Coeur d’Alene, ID 208-667-9559. Open 8:30am to 5:00 pm M-F

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>	<u>THIE Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$14,000	\$14,000	\$10,500	\$24,500
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$14,483	\$14,483	\$12,054	\$26,537
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$14,000	\$14,000	\$13,427	\$27,427
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$13,524	\$13,524	\$13,258	\$26,782
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$35,189	\$35,189	\$27,626	\$62,815
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$37,252	\$37,252	\$1,435	\$38,687

A. Legal Assistance Service Delivery Strategy: Develop reporting tools to increase accuracy and efficiencies in data collection of priority legal assistance categories.

Performance Measure:

- Effectiveness = Number of cases, number of hours and total costs.

Baseline:

<u>Older Americans Act Service Priority</u>	<u>SFY16 Cases</u>	<u>SFY17Cases</u>	<u>SFY18 Cases</u>	<u>SFY19 Cases</u>	<u>SFY20 Case THIBs</u>	<u>SFY20 Case Caregiver THIE</u>

Income	20	21	40	46	46	17
Health Care	159	118	98	70	68	167
Long-term care	34	24	30	55	63	74
Nutrition	0	0	0	0	0	0
Housing	22	23	82	56	85	17
Utilities	0	0	0	0	0	0
Protective Services	0	0	0	0	2	0
Defense of Guardianship	3	2	0	0	0	0
Abuse	1	2	3	1	9	6
Neglect	0	0	0	0	0	0
Age Discrimination	0	0	0	1	5	1
Total	239	190	253	229	278	282

<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 TIIIB</u>	<u>SFY20 Hours Caregiver TIIIE</u>
Income	19.3	25.4	32.1	39.3	38.2	24.4
Health Care	79.60	93.2	78.9	50.3	38	132.1
Long-term care	63.6	46.8	39.6	60.9	52.3	78.8
Nutrition	0	0	0	0	0	0
Housing	35.8	38.5	53.3	42.3	97.6	28.5
Utilities	0	0	0	0	0	0
Protective Services	0	0	0	0	1.2	0
Defense of Guardianship	1.6	1.7	0	0	0	0
Abuse	0.1	1.3	3.6	0.8	4.4	4.7
Neglect	0	0	0	0	0	0
Age Discrimination	0	0	0	0.5	2	0.4
Total	200.00	206.90	207.50	194.1	502.7	269
Cost Per hour	\$70.00	\$70.00	\$67.47	\$69.68		

Benchmark: Provide consistent reporting of legal services. Improve reporting tool as needed.

B. Legal Assistance Coordination Strategy: Enhance access to legal information and resources by coordinating with Idaho Legal Aid to promote usage of the Idaho Senior Hotline, add links to on-line forms, or distribution of legal assistance resources.

Performance Measure: Number of I&A referrals, AAA web hits, legal assistance materials distributed.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Referrals</u>	<u>Web hits</u>	<u>Legal material distribution</u>
SFY 2016 (July 2015 – June 2016)	Not Available	Not Available	Not Available
SFY 2017 (July 2016 – June 2017)	TBD	Not Available	TBD
SFY 2018 (July 2017 – June 2018)	TBD	Not Available	TBD
SFY 2019 (July 2018 – June 2019)	TBD	Not Available	TBD
SFY 2020 (July 2019 – June 2020)	TBD	Not Available	TBD

Benchmark: Increased referrals, web hits and materials distributed 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), which provide older persons with assistance in maintaining a well-balanced diet, including diet counseling and nutrition education. The purpose of the program is to reduce hunger and food insecurity, promote socialization and the health and well-being of older individuals in Idaho. This service assists seniors to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.

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

Service Implemented by:

Clark Fork/Hope Area Sr Services	1001 N Cedar St. Clark Fork, ID 83811	208-266-1653	W/F 9am-3pm
City of Worley/Worley Seniors	9936 W "E" St., Worley, ID 83876	208-686-1258	T/W/Th 9am-2pm
Fernwood Senior Center	Hwy 3, Fernwood, ID 83830	208-245-3392	M/Th 11am-2pm
Hayden Senior Center	9428 N Govt Way, Hayden, ID 83835	208-762-7052	M-F 9am 4pm
Lake City Center	1916 Lakewood Dr., Coeur d'Alene, ID 83814	208-667-4628	M-F 9am-4pm
Plummer Meal Site	888 C St., Plummer, ID 83851	208-686-1863	M/F 9am-1pm
Post Falls Senior Center	1215 E 3 rd Ave, Post Falls, ID 83854	208-773-9582	M/W/F 9am-4pm
Rathdrum Senior Citizens	8037 W Montana St., Rathdrum, ID 83858	208-687-2028	T/Th 9am-3pm
Sandpoint Area Seniors, Inc	820 Main St., Sandpoint, ID 83864	208-263-6860	M-F 9am-4pm
Seniors Hospitality Center	6635 Lincoln St., Bonners Ferry, ID 83805	208-267-5553	M-F 9am-3pm
Silver Valley Seniors	726 E Mullan Ave., Osburn, ID 83849	208-752-1194	M-F 9am-3pm
Spirit Lake Seniors	32564 N 4 th Ave, Spirit Lake, ID 83869	208-623-6125	M/W 12pm-7pm
St. Maries Meal Site	711A W Jefferson Ave, St. Maries, ID 83861	208-245-3546	M/W/F 9am-3pm

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	\$261,112	\$261,112
SFY 2017 (July 2016 – June 2017) Actual	\$46,458	\$216,056	\$262,514
SFY 2018 (July 2017 – June 2018) Actual	\$69,474	\$217,638	\$287,112
SFY 2019 (July 2018 – June 2019) Actual	\$63,926	\$207,147	\$271,073
SFY 2020 (July 2019 – June 2020) Title IIIC1 Actual	\$57,470	\$148,303	\$205,773
SFY 2020 Family First title IIIC1 Actual	\$0	\$62,569	\$62,569
SFY 2020 CARES Title IIIC1 Actual	\$0	\$96,321	\$96,321
Total 2020 Title IIIC1 and COVID IIIC1 Actual	\$57,470	\$307,194	\$364,664
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$344,802	\$344,802
SFY 2021 CARES Budget	\$0	\$51,782	\$51,782
Total SFY 2021 Title IIIC1 and CARES Budget	\$0	\$396,584	\$396,584

A. Congregate Meal Service Delivery Strategy: Provide training to providers on AAA reporting tools to develop accuracy in financial reporting on congregate meal program data. Improve reporting tool as needed.

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	1,909	62,973	\$4.15	\$3.90
SFY 2017 (July 2016 – June 2017) Actual	1,907	61,498	\$4.19	\$4.00
SFY 2018 (July 2017 – June 2018) Actual	1,769	64,676	\$4.44	\$4.25
SFY 2019 (July 2018 – June 2019) Actual	1,863	62,253	\$4.35	\$4.17
SFY 2020 (July 2019 – June 2020) Title III C1 Actual	1824	47,307	\$4.35	\$4.20
SFY 2020 Covid 19 C1 Actual	972	16,573	\$9.59	\$9.00
Total: SFY 2020 Covid 19 C1 Actual	n/a	63,880	n/a	n/a

*Cost includes AAA wages, nutritionist and provider reimbursement.

Benchmark:

- Consistent reporting of congregate meals, program income and average cost per meal.
- Increase total number of meals served by 1% annually

B. Congregate Meal Coordination Strategy: Coordinate with providers to learn new approaches to increasing participation and enhancing senior center programs.

Performance Measure: Total meetings and trainings with site managers.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Nutrition Program Trainings</u>	<u>Follow up meetings</u>
SFY 2016 (July 2015 – June 2016)	2	2
SFY 2017 (July 2016 – June 2017)	3	1
SFY 2018 (July 2017 – June 2018)	2	4
SFY 2019 (July 2018 – June 2019)	5	12
SFY 2020 (July 2019 – June 2020)	1	0

Benchmark: Conduct one training annually and do a follow up meeting with at least 3 senior centers each year.

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:

Clark Fork/Hope Area Sr Services	1001 N Cedar St. Clark Fork, ID 83811	208-266-1653	W/F 9am-4pm
Fernwood Senior Center	Hwy 3, Fernwood, ID 83830	208-245-3392	M/Th 11am-2pm
Lake City Center	1916 Lakewood Dr., Coeur d'Alene, ID 83814	208-667-4628	M-F 9am-4pm
Post Falls Senior Center	1215 E 3 rd Ave, Post Falls, ID 83854	208-773-9582	M/W/F 9am-4pm

Rathdrum Senior Citizens	8037 W Montana St., Rathdrum, ID 83858	208-687-2028	T/Th 9am-3pm
Sandpoint Area Seniors, Inc	820 Main St., Sandpoint, ID 83864	208-263-6860	M-F 9am-4pm
Seniors Hospitality Center	6635 Lincoln St., Bonners Ferry, ID 83805	208-267-5553	M-F 9am-3pm
Silver Valley Seniors	726 E Mullan Ave., Osburn, ID 83849	208-752-1194	M-F 9am-3pm
Spirit Lake Seniors	32564 N 4 th Ave, Spirit Lake, ID 83869	208-623-6125	M/W 12pm-7pm
St. Maries Meal Site	711A W Jefferson Ave, St. Maries, ID 83861	208-245-3546	M/W/F 9am-3pm

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$202,880	\$143,120	\$346,000
SFY 2017 (July 2016 – June 2017) Actual	\$118,687	\$238,395	\$357,082
SFY 2018 (July 2017 – June 2018) Actual	\$96,062	\$299,514	\$395,576
SFY 2019 (July 2018 – June 2019) Actual	\$72,211	\$288,477	\$360,688
SFY 2020 (July 2019 – June 2020) Title IIIC2 Actual	\$42,841	\$240,304	\$283,145
SFY 2020 Family First title IIIC2 Actual	\$0	\$126,081	\$126,081
SFY 2020 CARES Title IIIC2 Actual	\$0	\$205,293	\$205,293
Total 2020 Title IIIC1 and COVID IIIC2 Actual	\$42,842	\$571,678	\$614,520
SFY 2021 (July 2020 – June 2021) IIIC2 Budget	\$0	\$376,361	\$376,361
SFY 2021 CARES Budget	\$0	\$34,686	\$34,686
Total SFY 2021 Title IIIC1 and CARES Budget	\$0	\$411,047	\$411,047

A. Home Delivered Meal Service Delivery Strategy: Provide training to providers on AAA reporting tools to develop accuracy in financial reporting on home delivered meal program data. Improve reporting tool as needed.

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	601	75,758	\$4.57	\$4.40
SFY 2017 (July 2016 – June 2017) Actual	587	74,718	\$4.78	\$4.50
SFY 2018 (July 2017 – June 2018) Actual	652	80,421	\$4.92	\$4.80
SFY 2019 (July 2018 – June 2019) Actual	587	77,572	\$4.65	\$4.50
SFY 2020 (July 2019 – June 2020) Title IIIC2 Actual	528	59,431	4.76	\$4.50
SFY 2020 Covid 19 C2 Actual	420	25,962	\$12.76	\$9.00
Total 2020 Title IIIC2 and Covid-19 C2 Actual	948	85,393	\$7.20	n/a

*AAA 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)	39%	37%	6%	17%	17%	51%
SFY 2017 (July 2016 – June 2017)	TBD	35%	TBD	24%	TBD	53%
SFY 2018 (July 2017 – June 2018)	TBD	32%	TBD	25%	TBD	51%
SFY 2019 (July 2018 – June 2019)	TBD	35%	TBD	23%	TBD	54%
SFY 2020 (July 2019 – June 2020)	38.29%	45%	4.55%	31%	TBD	56%

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

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

Benchmark: Consistent reporting of home delivered meals, program income and average cost per meal.

B. Home Delivered Meal Coordination Strategy: Coordinate with rural nutrition providers to identify individuals that would benefit from receiving home delivered meals.

Performance Measure: Number of home delivered meals participants.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Bonnors Ferry Clients</u>	<u>Sandpoint Clients</u>	<u>Clark Fork Clients</u>	<u>Spirit Lk Clients</u>	<u>Rathdrum Clients</u>	<u>Silver Valley Clients</u>	<u>St. Maries Clients</u>	<u>Fernwood Clients</u>	<u>Total Clients</u>
SFY 2016 (July 2015 – June 2016)	17	103	10	13	23	69	12	11	258
SFY 2017 (July 2016 – June 2017)	23	83	10	15	26	72	6	20	255
SFY 2018 (July 2017 – June 2018)	21	76	13	18	29	64	4	17	242
SFY 2019 (July 2018 – June 2019)	29	104	15	20	45	63	8	25	309
SFY 2020 (July 2019 – June 2020)	40	137	12	17	25	78	5	22	313

Benchmark: Increase home delivered meal clients in rural areas by 3% annually.

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

Service Description: Disease Prevention and Health Promotion funds are for evidence-based programs selected by the Area Agencies on Aging based on input from the consumers in the Planning and Service Area (PSA). Evidence-based programs support healthy lifestyles and promote healthy behaviors and reduce the need for more costly medical interventions. The purpose of the Aging and Disability Evidence-Based Programs and Practices (ADEPP) is to help the public learn more about available evidence-based programs and practices in the areas of aging and disability and determine which of these may best meet their needs.

Service Eligibility: Seniors 60 years of age or older.

Service Implemented by:

- Area Agency on Aging, 2120 Lakewood Dr., Ste B, Coeur d’Alene, ID 83814, 208-667-3179, M-F 8:30-4:00

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

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$34,969	\$34,969
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$10,344	\$10,344
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$11,032	\$11,032
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$20,217	\$20,217
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$25,143	\$25,143
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$33,393	\$33,393

A. Disease Prevention and Health Promotion Service Delivery Strategy: Engage in an evidence-based program to provide supportive coaching to patients transitioning from hospital to home to reduce hospital readmissions.

Performance Measure:

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

Baseline:

Care Transition (Hospital to Home)

<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	\$34,969	Not Available	Not Available
SFY 2017 (July 2016 – June 2017) Actual	\$10,344	Not Available	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$13,977	40	\$349.43
SFY 2019 (July 2018 – June 2019) Actual	\$20,217	24	\$842.39
SFY 2020 (July 2019 – June 2020) Actual	21,851	25	\$874.04

Benchmark: Reduce cost per consumer with the increased number of clients assisted.

B. Disease Prevention and Health Promotion Coordination Strategy: Participate in community care coordination networking group activities, such as the Northwest Hospital Alliance Care Transition Conference, care coordination meetings and trainings to promote and develop better transitions in care.

Performance Measure: Number of meetings, trainings, or conferences attended.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Meetings</u>	<u>Trainings</u>	<u>Conferences</u>
SFY 2016 (July 2015 – June 2016)	7	3	0
SFY 2017 (July 2016 – June 2017)	2	1	1
SFY 2018 (July 2017 – June 2018)	5	1	2
SFY 2019 (July 2018 – June 2019)	4	0	0
SFY 2020 (July 2019 – June 2020)	15	3	0

Benchmark: Increase community participation in meetings, trainings or conferences annually.

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

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

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

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

Service Implemented by:

AAging Better In-Home Care	1125 E Polston Ave, STE A, Post Falls, ID 83854	(208) 777-0308	M-F 8am – 5pm
Access Care At Home	1044 Northwest Blvd, STE D, Cd’A, ID 83815	(208) 783-0100	M-F 9am – 5pm

AllWays Caring	1900 Northwest Blvd, STE 210, Cd'A, ID 83814	(208) 665-5579	M-F 8:30am – 5pm
Bennett House	1095 E Timber Lane, Cd'A, ID 83815	(208) 651-1808	M-F 8am-6pm
Comfort Keepers	820 E Best Ave, Cd'A, ID 83814	(208) 765-9511	M-F 8am – 4:30pm
First Light	916 W Ironwood, STE 4, Cd'A, ID 83814	(208) 758-8090	M-F 8am – 5pm
SASI-DayBreak Center	820 Main St., Sandpoint, ID 83864	(208) 263-6860	M-Th 8:30-5:30
Wellspring Meadows	9873 N Buttercup Lane, Hayden, ID 83835	(208) 762-9001	M-F 9am – 5pm

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	\$100,487	\$100,487
SFY 2017 (July 2016 – June 2017) Actual	\$31,145	\$92,967	\$124,112
SFY 2018 (July 2017 – June 2018) Actual	\$26,249	\$113,512	\$139,761
SFY 2019 (July 2018 – June 2019) Actual	\$31,926	\$118,474	\$150,400
SFY 2020 (July 2019 – June 2020) Actual	\$8,825	\$199,819	208,644
SFY 2020 CARES Title IIIIE Actual	\$0	\$0	\$0
Total 2020 Title IIIIE and COVID IIIIE Actual	\$8,825	\$180,989	\$189,814
SFY 2021 (July 2020 – June 2021) IIIIE Budget	\$108,486	\$160,332	\$268,818
SFY 2021 CARES IIIIE Budget	\$0	\$53,813	\$53,813
Total SFY 2021 Title IIIIE and CARES Budget	\$108,486	\$214,145	\$322,631

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: Increase caregiver utilization of NFCSP Caregiver Information, Access Assistance (I&A), Caregiver Group Programs (Powerful Tools for Caregivers classes), and Respite services by promoting through website information, newsletters, presentations, health fairs, and outreach.

Performance Measure:

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

Baseline:

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	\$1,558	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$2,154	10
SFY 2019 (July 2018 – June 2019) Actual	0	Not Available
SFY 2020 (July 2019 – June 2020) Actual	0	114

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	\$35,704	860	\$41.52
SFY 2017 (July 2016 – June 2017) Actual	\$34,617	470	\$73.65
SFY 2018 (July 2017 – June 2018) Actual	\$47,686	452	\$117.76
SFY 2019 (July 2018 – June 2019) Actual	\$69,990	678	\$103.23
SFY 2020 (July 2019 – June 2020) Actual	\$95,126	995	91.58
SFY 2021 (July 2020 – June 2021) Budget	\$123,376		

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	\$1,950	Not Available	Not Available	Not Available
SFY 2017 (July 2016 – June 2017) Actual	\$3,300	Not Available	Not Available	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$5,150	Not Available	88	Not Available
SFY 2019 (July 2018 – June 2019) Actual	\$3,300	Not Available	237	Not Available
SFY 2020 (July 2019 – June 2020) Actual	\$2,090	Not Available	108	Not Available
SFY 2021 (July 2020 – June 2021) Budget	\$4,950			

4. Respite

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Annual Expense</u>	<u>Number of Unduplicated Clients Served</u>	<u>Number of Hours</u>	<u>Annual Expense per Hour</u>
SFY 2016 (July 2015 – June 2016) Actual	N/A	N/A	\$53,786	68	2,030	\$26
SFY 2017 (July 2016 – June 2017) Actual	N/A	N/A	\$72,583	78	3,103	\$23
SFY 2018 (July 2017 – June 2018) Actual	\$26,249	\$38,254	\$64,503	72	4,556	\$14
SFY 2019 (July 2018 – June 2019) Actual	\$32,060	\$25,741	\$57,801	56	4287	\$12
SFY 2020 (July 2019 – June 2020) Actual	\$8,825	\$87,773	\$96,598	73	6807	\$14
SFY 2021 (July 2020 – June 2021) Budget	\$18,191	\$82,506	\$100,697			

5. Supplemental Service (Limited Basis)

Supplemental Caregiver Legal Assistance

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Federal</u>
SFY 2016 (July 2015 – June 2016) Actual	\$10,500
SFY 2017 (July 2016 – June 2017) Actual	\$12,054
SFY 2018 (July 2017 – June 2018) Actual	\$11,802
SFY 2019 (July 2018 – June 2019) Actual	\$13,258
SFY 2020 (July 2019 – June 2020) Actual	\$18,830
SFY 2021 (July 2020 – June 2021) Budget	\$1,435

Benchmark: Increase the number of NFCSP consumers by 3% annually.

B. NFCSP Coordination Strategy: Collaborate with community partners to identify and refer family caregivers in need of NFCSP assistance.

Performance Measure: Number of collaborative partners.

Baseline:

	Collaborative Partners providing referrals
SFY 2016 (July 2015 – June 2016)	4
SFY 2017 (July 2016 – June 2017)	6
SFY 2018 (July 2017 – June 2018)	8
SFY 2019 (July 2018 – June 2019)	9
SFY 2020 (July 2019 – June 2020)	11

Benchmark: Collaborate with 1 additional partners each year.

Focus Area B: Older Americans Act (OAA) Discretionary Programs

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

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

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

Service Eligibility: Medicare beneficiaries and their Caregivers.

Service Implemented by:

- Area Agency on Aging, 2120 Lakewood Dr., Ste B, Coeur d’Alene, ID 83814, 208-667-3179, M-F 8:30-4:00

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	\$17,983	\$17,983
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$20,280	\$20,280
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$19323	\$19323
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$20,000	\$20,000
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$21,000	\$21,000
SFY 2021 (July 2020-June 2021) Budget	\$0	\$20,000	\$20,000

A. SMP Service Delivery Strategy: Improve effectiveness of the SMP program by increasing the number of volunteers, presentations, community events participation, and one-on-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:

<u>State Fiscal Year (SFY)</u>	<u>Volunteers</u>	<u>Group Presentations</u>	<u>Community Events</u>	<u>One-to-one Counseling</u>
SFY 2016 (July 2015 – June 2016) Actual	9	46	23	42
SFY 2017 (July 2016 – June 2017) Actual	6	69	17	2
SFY 2018 (July 2017 – June 2018) Actual	4	52	75	0
SFY 2019 (July 2018 – June 2019) Actual	3	20	48	15
SFY 2020 (July 2019 – June 2020) Actual	4	22	74	16

Benchmark:

- Recruit and retain up to 2 volunteers
- 60 group presentations per year
- 2-3 community events per year
- 25 one-on-one counseling sessions per year

B. SMP Coordination Strategy: Coordinate with senior centers, networking organization, senior groups, etc. to provide group presentations, outreach, and participate in health fairs to educate and empower seniors to prevent, recognize, and report Medicare fraud, error and abuse. Also, utilize newspaper or other media advertisements 3-4 times/year to increase public awareness and recruit volunteers.

Performance Measure:

- Number of partnering organizations
- Number of attending participants
- 3- 4 newspaper or other media public awareness advertisements

Baseline:

<u>Contract Year</u>	<u>SMP Partners</u>	<u>Total Participants</u>	<u>Public Awareness Advertisements</u>
2016 (July 2015 – June 2016)	3	1048	3
2017 (July 2016 – June 2017)	3	1538	3
2018 (July 2017 – June 2018)	8	735	6
2019 (July 2018 – June 2019)	19	452	38
2020 (July 2019 – June 2020)	21	2464	53

Benchmark:

- Increase partnering organizations by 2 per year
- Increase senior participation by 5% per year
- Purchase, at minimum, the contract requirement for public awareness advertisements

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, 2120 Lakewood Dr., Ste B, Coeur d’Alene, ID 83814, 208-667-3179, M-F 8:30-4:00

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

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$12,796	\$12,796
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$13,000	\$13,000
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$6,130	\$6,130
SFY 2019 (July 2018 – June 2019) Actual	\$0	\$9,654	\$9,654
SFY 2020 (July 2019 – June 2020) Actual	\$0	\$11,290	\$11,290
SFY 2021 (July 2020 – June 2021) Budget	\$0	\$11,188	\$11,188

A. MIPPA Service Delivery Strategy: Increase the effectiveness of MIPPA outreach by increasing the number of host agencies. Increasing the host agencies will increase efficiencies by lowering the average cost per participating agency.

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	17
SFY 2018 (July 2017 – June 2018) Actual	17
SFY 2019 (July 2018 – June 2019) Actual	17
SFY 2020 (July 2019 – June 2020) Actual	46

Benchmark:

Increase the number of host agencies by 3 per year

B. MIPPA Coordination Strategy:

Partner with the Senior Medicare Patrol (SMP) program to expand MIPPA outreach. Coordinate with senior centers, networking organization, senior groups, etc. to provide group presentations, outreach, and participate in health fairs to educate potential low-income eligible Medicare beneficiaries of the benefits of the Medicare Savings Program and Low Income Subsidy programs.

Performance Measure:

- Number of MIPPA presentations
- Number of attending participants

Baseline:

<u>Contract Year</u>	<u>Total Presentations</u>	<u>Total Participants</u>
2016 (July 2015 – June 2016)	17	189
2017 (July 2016 – June 2017)	22	384
2018 (July 2017 – June 2018)	39	590
2019 (July 2018 – June 2019)	50	449
2020 (July 2019 – June 2020)	49	550

Benchmark:

- Increase total of presentations by 5 each year
- Increase participation by 1% each year

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

ICOA Goal: Integrate person-centered planning into existing service delivery system.

1: Participant-Directed/Person-Centered Planning Objective: To define and implement person centered processes with aging and disability network partners.

Service Description: The service directs eligible consumers to organizations that provide long-term care service coordination. Person-Centered Planning is a process that ensures an individual has a choice in determining the long-term care services that are best for them.

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

Service Implemented by:

- Area Agency on Aging, 2120 Lakewood Dr., Ste B, Coeur d’Alene, ID 83814, 208-667-3179, M-F 8:30-4:00

A. Participant-Directed/Person-Centered Planning Service Delivery Strategy: AAA Ombudsmen and volunteer Ombudsmen will work with facility residents, and facility administration and staff, to protect residents’ rights and to honor their desires in personal decisions on quality of life, quality of care, and ensuring dignity in their care.

Performance Measure: Number of residents’ rights complaints.

Baseline:

Most Frequent Complaint Areas and Corresponding Number of Complaints	SFY 2016	SFY 2017	SFY 2018	SFY 2019	SFY 2020
Medications	30	14	9	15	4
Equipment/Bed	30	14	9	5	4
Billing	22	11	11	5	6
Care Plans	19	11	10	6	4
Dignity/Respect	18	9	4	8	6

Benchmark: Maintain or decrease the total resident rights complaints.

B. Participant-Directed/Person-Centered Planning Coordination Strategy: Ombudsmen will increase presence in community to provide education on residents’ rights through presentations with community organizations.

Performance Measure: Number of community presentations.

Baseline:

Contract Year	Total Presentations
2016 (July 2015 – June 2016)	8
2017 (July 2016 – June 2017)	9
2018 (July 2017 – June 2018)	17
2019 (July 2018 – June 2019)	20
2020 (July 2019 – June 2020)	21

Benchmark: Increase community presentations by at least 1 per year.

Focus Area D: Elder Justice

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

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

Service Description: The Ombudsman funds are used to:

(A) identify, investigate, and resolve complaints that—(i) are made by, or on behalf of, residents; and (ii) relate to action, inaction, or decisions, that may adversely affect the health, safety, welfare, or rights of the residents (including the welfare and rights of the residents with respect to the appointment and activities of guardians and representative payees), of— (I) providers, or representatives of providers, of long-term care services; (II) public agencies; or (III) health and social service agencies;

(B) provide services to assist the residents in protecting the health, safety, welfare, and rights of the residents;

(C) inform the residents about means of obtaining services provided by providers or agencies described in subparagraph (A)(ii) or services described in subparagraph (B);

(D) ensure that the residents have regular and timely access to the services provided through the Office and that the residents and complainants receive timely responses from representatives of the Office to complaints;

(E) represent the interests of the residents before governmental agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents;

(F) provide administrative and technical assistance to entities designated under paragraph (5) to assist the entities in participating in the program;

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

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

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

Service Eligibility: Seniors 60 years of age or older.

Service Implemented by:

- Area Agency on Aging, 2120 Lakewood Dr., Ste B, Coeur d’Alene, ID 83814, 208-667-3179, M-F 8:30-4:00

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

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$79,583	\$12,747	\$92,330
SFY 2017 (July 2016 – June 2017) Actual	\$80,621	\$15,677	\$96,298
SFY 2018 (July 2017 – June 2018) Actual	\$94,851	\$12,463	\$107,044
SFY 2019 (July 2018 – June 2019) Actual	\$103,650	\$12,298	\$116,578
SFY 2020 (July 2019 – June 2020) Actual	\$96,755	\$17,929	\$114,684
SFY 2020 CARES Actual	\$0	\$1,775	\$1,775
SFY 2020 Total Ombudsman	\$96,755	\$19,704	\$116,459
SFY 2021 (July 2020 – June 2021) Budget	\$103,749	\$13,821	\$117,570

A. Ombudsman Service Delivery Strategy: The Ombudsman staff will continue to absorb increased average bed counts as the number of beds in northern Idaho expands. Information and education presentations to facility staff and resident councils will meet or exceed the requirement of 12 per year. Efficiency and accuracy in reporting should improve as the new state mandated database is developed and improved.

Performance Measure:

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

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Number of Ombudsman</u>	<u>Number of Skilled Nursing Facilities</u>	<u>Number of Assisted Living Facilities</u>	<u>Total Number of Beds</u>	<u>Average Bed Count per Ombudsman</u>	<u>Total Volunteer Ombudsman</u>	<u>Total Information and Education Presentation</u>	<u>Total Facility Visits</u>
SFY 2016 (July 2015 – June 2016) Actual	2	Not Available	Not Available	2,483	1,242	19	24	N/A
SFY 2017 (July 2016 – June 2017) Actual	2	Not Available	Not Available	2,653	1,327	16	36	N/A
SFY 2018 (July 2017 – June 2018) Actual	2	13	39	2,601	1,301	17	19	N/A
SFY 2019 (July 2018 – June 2019) Actual	2	12	36	2,592	1,296	18	12	1123
SFY 2020 (July 2019 – June 2020)	2	12	35	2,607	1,304	19	11	668

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

<u>SFY16</u>		<u>SFY17</u>		<u>SFY18</u>	
<u>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>
Medication	30	Medication NORS #44	16	Medication NORS #44	10
Equipment/Bed	30	Public or other congregate housing not providing personal care NORS #131	14	Billing NORS #36	10
Billing	22	Equipmentmen Building Disrepair NORS #79	12	Equipmentmen Building Disrepair NORS #79	10
Care Plans	19	Billing NORS #36	10	Failure to Respond to NORS #41	9
Dignity/Respect	18	Exercise Preference/Choice NORS #27	8	Discharge/Eviction NORS #19	6

<u>SFY19</u>		<u>SFY20</u>	
<u>Type of Complaint</u>	<u>Total Complaints</u>	<u>Type of Complaint</u>	<u>Total Complaints</u>
Medications	14	Food Services	9
Dignity, respect	8	Personal Hygiene	6
Personal Hygiene	7	Billing & Charges	6
Careplan Asst: failure to follow physician orders	6	Medicaid	4
Food Service	6	Administrative Oversight	4

Benchmark: Maintain 24 or more facility staff and resident council information and education presentations per year.

B. Ombudsman Coordination Strategy: Ombudsman staff will expand presentations and information to include more community presentation, such as senior centers, churches, non-profit organizations, local organizations, hospitals, and health fairs, in addition to facility trainings.

Performance Measure: Number of community presentations.

Baseline: 10 community presentations annually.

Benchmark: At minimum, Increase community presentations by 1 per year.

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

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

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

Service Eligibility: Vulnerable adults 18 years old and older.

Service Implemented by:

- Area Agency on Aging, 2120 Lakewood Dr., Ste B, Coeur d'Alene, ID 83814, 208-667-3179, M-F 8:30-4:00

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

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$141,985	\$0	\$141,985
SFY 2017 (July 2016 – June 2017) Actual	\$126,990	\$0	\$126,990
SFY 2018 (July 2017 – June 2018) Actual	\$170,604	\$0	\$170,604
SFY 2019 (July 2018 – June 2019) Actual	\$182,802	\$0	\$182,802
SFY 2020 (July 2019 – June 2020) Actual	\$203,514	\$0	\$203,514
SFY 2021 (July 2020 – June 2021) Budget	\$206,728	\$0	\$206,728

A. Adult Protective Service Delivery Strategy: Increase public education and presentations to increase awareness of potential victims and how to report concerns of abuse, neglect or exploitation.

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 Presentation</u>
SFY 2016 (July 2015 – June 2016) Actual	161	180	185	141	115	19
SFY 2017 (July 2016 – June 2017) Actual	212	168	189	165	238	24
SFY 2018 (July 2017 – June 2018) Actual	216	204	158	186	55	17
SFY 2019 (July 2018 – June 2019) Actual	229	218	114	153	65	26
SFY 2020 (July 2019 – June 2020) Actual	192	202	92	142	102	12

Benchmark: Maintain public education with at least 24 presentations per year / average 2 per month.

B. Adult Protective Services Coordination Strategy: Provide Adult Protective Service awareness and reporting training with hospitals, fire departments, emergency medical, and other professional organizations. Work to secure MOUs with these organizations.

Performance Measure:

- Number of presentations and trainings provided to emergency responders.
- Number of MOUs

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total AP Presentations to Emergency Responders</u>	<u>Number of MOUs with Emergency Response Agencies</u>
SFY 2016 (July 2015 – June 2016)	19	-0-
SFY 2017 (July 2016 – June 2017)	5	4
SFY 2018 (July 2017 – June 2018)	16	4
SFY 2019 (July 2018 – June 2019)	4	4
SFY 2020 (July 2019 – June 2020)	11	4

Benchmark: Increase presentations/trainings to emergency responders by 2 per year and add at least one MOU with an emergency response agency/organization each year.

ATTACHMENT B

SFY 2021 Updated AREA PLAN INTRASTATE FUNDING FORMULA (IFF)

Intrastate Funding Formula (IFF)

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

Objective 1: Intrastate Funding Formula (IFF): The IFF is the methodology used to calculate how much Title III

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

Formula Development: The Intrastate Funding Formula was developed in consultation with area agencies using the best available data, and published for review and comment taking into account —(i) the geographic

distribution of older individuals in the State; and (ii) the distribution among planning and service areas of older individuals with greatest economic need and older individuals with greatest social need, with particular

attention to low-income minority older individuals; OAA 305(a)(2)(C) and 45 CFR 1321.37.

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

At the February 4, 2016 ICOA Board of Commissioners’ meeting, Commissioners and the AAAs agreed to form

a subcommittee to analyze the IFF methodology. Multiple scenarios were developed by the subcommittee and presented to the AAAs. On February 25, 2016 all AAA Directors agreed to keep the existing IFF. After all stakeholder and public comments have been received, the ICOA Commissioners approved Idaho’s Senior Services State Plan and the Intrastate Funding Formula at the June 21, 2016 special Commissioners’ meeting.

The funding formula for the current fiscal year (**FY2021: July 1, 2020 – June 30, 2021**):

Idaho Intrastate Funding Formula											SFY 2021		Adopted April 30, 2013					Attachment E		
OAA Title III Funds (not including Title VII) and State of Idaho General Funds											Effective July 1, 2020							Updated: 5/8/2020		
											\$ 588,698	\$ 377,825	\$ 5,298,281	\$ 3,400,421	\$ 9,665,224					
Total OAA Federal Funds																\$ 5,886,979				
Total State Funds																\$ 3,778,245				
Total Funds																\$ 9,665,224				
Less 10% Base Amount of Federal and State Funds																\$ 966,522				
Balance to be Distributed by Formula:																\$ 8,698,702				
PSA	2018 TOTAL PSA POPULATION	TOTAL PERSONS AGED 60+ IN PSA	Factors used in Weighted Elderly Population (At Risk)							WEIGHTED ELDERLY POPULATION (AT RISK)	WEIGHTED "At Risk" PERCENTAGE	Federal Fund Base	State Fund Base	Federal Funds Distributed by Formula	State Funds Distributed by Formula	TOTAL FUND ALLOCATION				
			NUMBER OF 65+ LIVING IN POVERTY	65+ LIVING ALONE	60+ RACIAL MINORITY (Not Hispanic)	60+ HISPANIC (ETHNIC MINORITY)	60+ LIVING IN RURAL COUNTY	AGED 75+	AGED 85+											
I	240,202	67,421	3,387	10,742	1,954	1,227	25,682	19,038	4,824	66,854	17.51%	\$ 98,116	\$ 62,971	\$ 927,838	\$ 595,483	\$ 1,684,408				
II	109,674	28,807	1,858	5,367	1,234	362	10,508	9,107	2,644	31,080	8.14%	\$ 98,116	\$ 62,971	\$ 431,346	\$ 276,836	\$ 869,269				
III	806,688	168,188	10,519	27,913	5,833	8,539	30,813	46,493	12,259	142,369	37.29%	\$ 98,116	\$ 62,971	\$ 1,975,877	\$ 1,268,112	\$ 3,405,077				
IV	199,069	42,875	2,720	7,330	1,042	3,594	24,855	13,130	3,593	56,264	14.74%	\$ 98,116	\$ 62,971	\$ 780,864	\$ 501,156	\$ 1,443,107				
V	172,466	35,781	1,899	6,148	1,611	1,777	18,287	10,285	2,845	42,852	11.22%	\$ 98,116	\$ 62,971	\$ 594,724	\$ 381,692	\$ 1,137,504				
VI	226,109	41,452	1,978	6,566	966	1,592	15,997	11,988	3,254	42,341	11.09%	\$ 98,116	\$ 62,971	\$ 587,632	\$ 377,141	\$ 1,125,860				
TOTAL	1,754,208	384,524	22,361	64,066	12,640	17,091	126,142	110,041	29,419	381,760		\$ 588,698	\$ 377,825	\$ 5,298,281	\$ 3,400,421	\$ 9,665,224				
Column Ref.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16				

The source documentation is from the ID Department of Labor.

Column 1 Source: U.S. Bureau of the Census,, 2010-2014 American Community Survey 5-Year Estimates, December 2015, Table S0101. Column used as a reference only.

Column 2 Source: U.S. Bureau of the Census,, 2010-2014 American Community Survey 5-Year Estimates, December 2015, Table S0101. Column used as a reference only.

Column 3 Source: U.S. Bureau of the Census, American Community Survey, 2006-2013, 5-year estimates, December 2015, Table B17001. Column 3 is used with columns 4 - 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.

Column 4 Source: U.S. Bureau of the Census, American Community Survey, 2006-2013, 5-year estimates, December 2015, Table B17001. Column 4 is used with columns 3 and 5 - 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.

Column 5 Source: U.S. Bureau of the Census, Population Estimates - County Characteristics: Vintage 2014, June 2015. Column 5 is used with columns 3 - 4 and 6 - 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.

Column 6 Source: U.S. Bureau of the Census, Population Estimates - County Characteristics: Vintage 2014, June 2016. Column 6 is used with columns 3 - 5 and 7 - 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.

Column 7 Source: U.S. Bureau of the Census,, 2010-2014 American Community Survey 5-Year Estimates, December 2015, Table S0101. Column 7 is used with columns 3 - 6 and 8 - 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.

Column 8 Source: U.S. Bureau of the Census,, 2010-2014 American Community Survey 5-Year Estimates, December 2015, Table S0101. Column 8 is used with columns 3 - 7 and 9 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.

Column 9 Source: U.S. Bureau of the Census,, 2010-2014 American Community Survey 5-Year Estimates, December 2015, Table S0101. Column 9 is used with columns 3 - 8 to calculate the total "Weighted Elderly Population (At Risk)" in Column 10.

Column 10 Column 10 sums each row for columns 3 - 9 and identify the total "Weighted Elderly Population (At Risk)" per PSA.

Column 11 Weighted At Risk percentage from the Intrastate Funding Formula: Column 11 turns Column 10's totals into percentages. These percentages are used to calculate federal funds in column 14 and state funds in column 15 for each of the PSAs.

Column 12 Federal "Base" funds are evenly divided amongst the 6 PSAs. Column 12 is used to record the total federal base funding located at the top of Column 12 into six even amounts for each of the PSAs.

Column 13 State "Base" funds are evenly divided amongst the 6 PSAs. Column 13 is used to record the total state base funding located at the top of Column 13 into six even amounts for each of the PSAs.

Column 14 Federal Funds multiplied by the Weighted Percentage: Column 14 shows the distribution of the remaining federal funds after the "base" was distributed. The remaining federal funding is located at the top of Column 14 and is multiplied by each "Weighted At Risk Percentage" in Column 11 to determine the appropriate distribution.

Column 15 State Funds multiplied by the Weighted Percentage: Column 15 shows the distribution of the remaining state funds after the "base" was distributed. The remaining state funding is located at the top of Column 15 and is multiplied by each "Weighted At Risk Percentage" in Column 11 to determine the appropriate distribution.

Column 16 Column 16 shows the total federal and state distribution and is a total of Columns 12, 13, 14 and 15.

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

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

Funding Source: OAA and SSA funds.

Attachment E

SLIDING FEE SCALE State Fiscal Year 2021 July 1, 2020 – June 30, 2021

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					
	\$1,063.00	\$12,760.00	0%		
\$1,063.00 - \$1,276.00	\$12,760.00 - \$15,312.00	20%			
\$1,277.00 - \$1,489.00	\$15,313.00 - \$17,864.00	40%			
\$1,490.00 - \$1,701.00	\$17,865.00 - \$20,416.00	60%			
\$1,702.00 - \$1,914.00	\$20,417.00 - \$22,968.00	80%			
\$1,915.00 - & Over	\$22,969.00 - & Over	100%			
TWO Persons in Household					
	\$1,437.00	\$17,240.00	0%		
\$1,437.00 - \$1,724.00	\$17,240.00 - \$20,688.00	20%			
\$1,725.00 - \$2,011.00	\$20,689.00 - \$24,136.00	40%			
\$2,012.00 - \$2,299.00	\$24,137.00 - \$27,584.00	60%			
\$2,300.00 - \$2,586.00	\$27,585.00 - \$31,032.00	80%			
\$2,587.00 - & Over	\$31,033.00 - & Over	100%			
THREE Persons in Household					
	\$1,810.00	\$21,720.00	0%		
\$1,810.00 - \$2,172.00	\$21,720.00 - \$26,064.00	20%			
\$2,173.00 - \$2,534.00	\$26,065.00 - \$30,408.00	40%			
\$2,535.00 - \$2,896.00	\$30,409.00 - \$34,752.00	60%			
\$2,897.00 - \$3,258.00	\$34,753.00 - \$39,096.00	80%			
\$3,259.00 - & Over	\$39,097.00 - & Over	100%			
FOUR Persons in Household					
	\$2,183.00	\$26,200.00	0%		
\$2,183.00 - \$2,620.00	\$26,200.00 - \$31,440.00	20%			
\$2,621.00 - \$3,057.00	\$31,441.00 - \$36,680.00	40%			
\$3,058.00 - \$3,493.00	\$36,681.00 - \$41,920.00	60%			
\$3,494.00 - \$3,930.00	\$41,921.00 - \$47,160.00	80%			
\$3,931.00 - & Over	\$47,161.00 - & 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: \$ 4,480.00
 The 2020 poverty guidelines are in effect as of January 15, 2020
 The Federal Register notice for the 2020 Poverty Guidelines was published January 17, 2020.
<https://aspe.hhs.gov/poverty-guidelines>

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

Attachment F

Poverty Guidelines State Fiscal Year 2021 July 1, 2020 – June 30, 2021

Idaho Commission on Aging

Department of Health and Human Services 2020 Poverty Guidelines:

Persons In Family or Households	100%	125%	150%
	Poverty	Poverty	Poverty
1	12,760	15,950	19,140
2	17,240	21,550	25,860
3	21,720	27,150	32,580
4	26,200	32,750	39,300
5	30,680	38,350	46,020
6	35,160	43,950	52,740
7	39,640	49,550	59,460
8	44,120	55,150	66,180
Families with more than 8 persons:	Add	Add	Add
	4,480	5,600	6,720

The 2020 poverty guidelines will be in effect as of January 15, 2020.

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:		Velda Ausman								
County of Residence:		Benewah								
Beginning Term Date:		Nov. 2018								
Ending Term Date:		Dec. 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					x

Advisory Council Member's Name:		Cindy Mottern								
County of Residence:		Benewah								
Beginning Term Date:		Feb. 2018								
Ending Term Date:		Dec. 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			x

Advisory Council Member's Name:		Bob Rogers								
County of Residence:		Benewah								
Beginning Term Date:		Mar. 2018								
Ending Term Date:		Dec. 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					x

Advisory Council Member's Name: <u>Rosemary Niemier-Newman-Service Provider Representative</u>										
County of Residence: <u>Benewah</u>										
Beginning Term Date: <u>Svc Provider</u>										
Ending Term Date: _____										
Select <u>all</u> Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
x	x		x		x	x				x

Advisory Council Member's Name: <u>Carol Burroughs</u>										
County of Residence: <u>Bonner</u>										
Beginning Term Date: <u>Jan. 2018</u>										
Ending Term Date: <u>Dec. 2020</u>										
Select <u>all</u> Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
x	x		x		x					x

Advisory Council Member's Name: <u>Esther Gilchist-Bonner County Commissioners Representative</u>										
County of Residence: <u>Bonner</u>										
Beginning Term Date: <u>Apr. 2018</u>										
Ending Term Date: <u>Dec. 2020</u>										
Select <u>all</u> Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
x	x		x	x	x		x			x

Advisory Council Member's Name: <u>Susan Kiebert</u>										
County of Residence: <u>Bonner</u>										
Beginning Term Date: <u>Mar. 2018</u>										
Ending Term Date: <u>Dec. 2020</u>										
Select <u>all</u> Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
			x		x		x			x

Advisory Council Member's Name:	Betty Record									
County of Residence:	Bonner									
Beginning Term Date:	Mar. 2018									
Ending Term Date:	Dec. 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	x					x

Advisory Council Member's Name:	Carey Spears									
County of Residence:	Bonner									
Beginning Term Date:	2019									
Ending Term Date:	Dec. 2021									
Select <u>all</u> Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
x			x	x	x		x			x

Advisory Council Member's Name:	Sandpoint Area Seniors, Inc.-Service Provider Representative									
County of Residence:	Bonner									
Beginning Term Date:	Svc. Provider									
Ending Term Date:										
Select <u>all</u> Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
x	x		x	x	x	x				x

Advisory Council Member's Name:	Gini Woodward-Boundary County Commissioner's Rep.									
County of Residence:	Boundary									
Beginning Term Date:	Jul. 2009									
Ending Term Date:										
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:	Barbara Kovacs- Seniors Hospitality, Inc.-Service Provider Representative									
County of Residence:	Boundary									
Beginning Term Date:	Svc. Provider									
Ending Term Date:										
Select all Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
x	x		x	x	x	x				x

Advisory Council Member's Name:	Jennifer Van Etten									
County of Residence:	Boundary									
Beginning Term Date:	Jan. 2018									
Ending Term Date:	Dec. 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:	Joanna Adams									
County of Residence:	Kootenai									
Beginning Term Date:	Jun. 2019									
Ending Term Date:	Jun. 2021									
Select all Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
x	x				x		x			x

Advisory Council Member's Name:	Any Bartoo									
County of Residence:	Kootenai									
Beginning Term Date:	Nov. 2019									
Ending Term Date:	Dec. 2021									
Select all Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
					x		x			x

Advisory Council Member's Name:		Linda Beecher								
County of Residence:		Kootenai								
Beginning Term Date:		Mar. 2019								
Ending Term Date:		Dec. 2021								
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:		Tanya L. Chesnut								
County of Residence:		Kootenai								
Beginning Term Date:		Apr. 2018								
Ending Term Date:		Jun. 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:		Kay Kindig								
County of Residence:		Kootenai								
Beginning Term Date:		Apr 2019								
Ending Term Date:		Jun. 2021								
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:		Luisa Loomis								
County of Residence:		Kootenai								
Beginning Term Date:		Jul. 2018								
Ending Term Date:		Jun. 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

Advisory Council Member's Name: <u>John Albee</u>										
County of Residence: <u>Kootenai</u>										
Beginning Term Date: <u>June 2018</u>										
Ending Term Date: <u>Jun. 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: <u>Robert Myklebust</u>										
County of Residence: <u>Kootenai</u>										
Beginning Term Date: <u>Oct. 2019</u>										
Ending Term Date: <u>Dec. 2021</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>Charles M. Williams</u>										
County of Residence: <u>Kootenai</u>										
Beginning Term Date: <u>Apr. 2018</u>										
Ending Term Date: <u>Jun. 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: <u>Erma Williams-Service Provider Representative</u>										
County of Residence: <u>Kootenai</u>										
Beginning Term Date: <u>Svc. Provider</u>										
Ending Term Date: _____										
Select all Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
x					x	x				x

Advisory Council Member's Name:	M. Christine (Christy) Rude									
County of Residence:	Shoshone									
Beginning Term Date:	Feb. 2018									
Ending Term Date:	Dec. 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:	Chris Magera, LCSW, ICOA Area 1 Commissioner									
County of Residence:	Kootenai									
Beginning Term Date:	June 2019									
Ending Term Date:	June 2021									
Select all Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
	x				x					x

Advisory Council Member's Name:	Julie A. Crnkovich									
County of Residence:	Kootenai									
Beginning Term Date:	Feb. 2018									
Ending Term Date:	Dec. 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	x				x

Advisory Council Member's Name:	Peggy White-Advisory Council Secretary									
County of Residence:	Shoshone County Commissioners Rep.									
Beginning Term Date:	May 2008									
Ending Term Date:										
Select all Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
x	x		x		x		x		x	x

Advisory Council Member's Name:	Kathy Davis-Service Provider Representative									
County of Residence:	Shoshone									
Beginning Term Date:	Svc. Provider									
Ending Term Date:										
Select all Categories that the Council Member Represents										
Eligible Participant (60 or older)	Participates in OAA Program	Minority	Resides in Rural Area	Family Caregiver	Represents Older Individual/s	Service Provider	Business Community	Local Elected Official	Provider of Veterans Health Care	General Public
x	x		x		x	x				x

ATTACHMENT N

AREA AGENCY ON AGING I: Updated 10/2020

EMERGENCY PREPAREDNESS PLAN

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

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

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

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

The Administration for Community Living (ACL) and the Aging Network composed of State and AAAs, Native American Tribal Organizations, service providers and educational institutions have the legislative mandate to

advocate on behalf of older persons and to work in cooperation with other federal and state programs to provide needed services. The authority and responsibility of ACL and the Aging Network to provide disaster services is found within the charge from the Older Americans Act to serve older persons in greatest need and from Title III, Sec. 310, and Disaster Relief Reimbursements, which provides for limited resources to fund disaster response services.

Older adults and people with disabilities are frequently overlooked during the disaster planning, response, and recovery process. Emergency management planning integrates older adults and people with disabilities of all ages—and their caregivers—into community emergency planning, response, and recovery. ACL provides the following link http://www.acl.gov/Get_Help/Preparedness/Index.aspx 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 insure 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, based on 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 / CELLULAR / EMAIL
Sage Stoddard	Director	208-929-4062 esstoddard@nic.edu

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

NAME (AAA staff)	TITLE/POSITION	TELEPHONE	EMERGENCY ASSIGNMENT
Jan Young	Ombudsman	208-929-4076	Coordinate skilled nursing & assisted living facilities
Katie Gill	Adult Protection Case Management	208-929-4063	Emergency management planning
Rhonda Nelson	Contracts Procurement & Tech Support Specialist	208-929-4068	Coordination of services (b) Senior Centers (d) Documentation (throughout) and identification of at-risk elderly (e)
Barbara Bisaro	Information & Assistance	208-929-4061	Coordinate incoming calls & messages and link clients to resources

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

LOCATION NAME AND ADDRESS	TELEPHONE / OTHER CONTACT NUMBERS
Vice President of Finance and Business Affairs Office, Lee-Kildow Hall North Idaho College 1100 Garden Way Coeur d'Alene, ID 83814	208-769-3344 ajkahabka@NIC.EDU 208-769-3431 (fax) Chris Martin, VP of Finance and Business Affairs (Contact through April Ellin/Above email)

4. Does the AAA have personal and community disaster preparedness information available for clients, services providers and the general public?



YES

NO

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:

NAME	AGENCY NAME AND ADDRESS	TELEPHONE – CELLULAR #S	COUNTY/ OTHER JURISDICTION
Sage Stoddard, Disaster Preparedness Contact	Area Agency on Aging NI 2120 Lakewood Drive Coeur d’Alene, ID 83814	208-929-4062 Fax:208-667-5938	Benewah Bonner Boundary Kootenai Shoshone
Janine Wilson Regional Readiness Response Coordinator	Panhandle Health District 8500 N Atlas Rd Hayden, ID 83835	208-415-5238	Benewah Bonner Boundary Kootenai Shoshone
Jamie Hill, Director	American Red Cross Inland Northwest Chapter 315 W. Nora Spokane, WA 99205	1-800-793-0278 Jamie: ext 220 Fax: 509-326-3336	Benewah Bonner Boundary Kootenai Shoshone
Norm Suenkel Director	Benewah County Emergency Management 701 College Ave. Ste 3 St. Maries, ID	208-245-4122 Fax: 208-245-8032	Benewah
Bob Howard, Dir. of Emergency Mgmt.	Bonner County Emergency Management-911/EMS 1500 Hwy 2, Ste 101 Sandpoint, ID 83864	208-265-8867 Fax: 208-263-9084	Bonner
David Kramer, Dir. of Emergency Mgmt.	Boundary City Emergency Management 144 Stampede Lake Rd Naples, Idaho 83847	208-267-2045 (home/office) Cell 208-255-6073 Fax 267-2045 dkramer@boundarycountyid.org	Boundary
Sandy Von Behren, OEM Director	Kootenai County Office of Emergency Management 5500 N. Gov’t Way P.O. Box 9000 Coeur d’Alene, ID 83816	208-446-1775 Fax: 208-446-1780	Kootenai
John Specht Head of Disaster Services	Shoshone County Sheriff’s Office 717 Bank St. Wallace, ID 83873	208-556-1114 ext. 206 Fax: 208-753-8851 attn: John Specht	Shoshone

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

YES



NO




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

Name / Address of Service Provider	Contact Information	Disaster Response Service and County
Clark Fork-Hope Area Senior Services 10 th & Cedar Street Clark Fork, ID 83811	208-266-1653 cfhss1653@gmail.com	Senior Center in Bonner Co. Congregate Meals / Home Delivered Meals
City of Worley 9936 W. E St Worley, ID 83876	208-686-1258 bmorris277@yahoo.com	Senior Center in Kootenai Co. Congregate Meals
Fernwood Senior Center Hwy 3 Fernwood, ID 83830	208-245-3392 riniemier@gmail.com	Senior Center in Benewah Co. Congregate Meals / Home Delivered Meals
Hayden Senior Gems 9428 N Government Way Hayden, ID 83835	208-762-7052 208-762-8022 Fax haydengems@frontier.com	Senior Center in Kootenai Co. Congregate Meals Transportation in Hayden
Lake City Center 1916 Lakewood Dr Coeur d'Alene, ID 83814	208-667-4628 208-667-6695 Fax bob@lakecitycenter.org	Senior Center in Benewah Co. Congregate Meals / Home Delivered Meals
Post Falls Senior Center 1215 E 3 rd St Post Falls, ID 83854	208-773-9582 208-773-3629 Fax postfallsseniorcenter@frontier.com	Senior Center in Benewah Co. Congregate Meals / Home Delivered Meals Transportation in Post Falls
Rathdrum Senior Center 8037 Montana Rathdrum, ID 83858	208-687-2028 208-687-2028 Fax rathdrumseniors@gmail.com	Senior Center in Benewah Co. Congregate Meals / Home Delivered Meals
Sandpoint Area Seniors, Inc 820 Main St Sandpoint, ID 83864	208-263-6860 208-265-4876 Fax director@sandpointareaseniors.org	Senior Center in Benewah Co. Congregate Meals / Home Delivered Meals
Senior's Hospitality, Inc 6635 Lincoln Bonners Ferry, ID 83805	208-267-5553 208-267-2563 Fax shc9494Center@gmail.com	Senior Center in Benewah Co. Congregate Meals / Home Delivered Meals
Silver Valley Seniors, Inc 726 E. Mullan Ave Osburn, ID 83849	208-752-1194 208-752-1195 Fax svseniors@usamedia.tv	Senior Center in Benewah Co. Congregate Meals / Home Delivered Meals
Spirit Lake Seniors 214 N 4 th Ave Spirit Lake, ID 83869	208-623-6125 208-623-2676 Fax spiritlakeseniors@hotmail.com	Senior Center in Benewah Co. Congregate Meals / Home Delivered Meals
East Benewah Council for Aging 711 Jefferson St. Maries, ID 83861	208-245-3546 wooddesr06@gmail.com	Senior Center in Benewah Co. Congregate Meals / Home Delivered Meals
Selkirks-Pend Orielle Transit (Spot) 31656 Hwy 200 Ponderay, ID 83852	208-263-3774 spot.marion@frontier.com	Transportation in Bonner and Boundary Counties
Silver Express 101 E. Walnut Ave Coeur d'Alene, ID 83814	855-495-7325 CommSec@co.shoshone.id.us	Transportation in Shoshone Co.
AAging Better In-Home Care 610 E Seltice Way, Ste 101 Post Falls, ID 83854	208-777-0308 208-777-0406 Fax cweaver@aagingbetter.com	Homemaker in Benewah, Bonner, Boundary, Kootenai and Shoshone counties
Aspen Personal Care 301 E 4 th St Clark Fork, ID 83811	208-266-1530 aspenpersonalcare@frontier.com	Homemaker in Bonner and Boundary counties
August Home Health 2005 Ironwood Pkway, Ste 227 Coeur d'Alene, ID 83814	208-664-0858	Homemaker in Benewah and Kootenai counties

	lynn@augusthh.com	
Comfort Keepers 820 Best Ave Coeur d'Alene, ID 83814	208-765-9511 208-765-8701 Fax jimvercruyssen@comfortkeepers.com	Homemaker in Benewah, Bonner, Boundary, Kootenai and Shoshone counties
ResCare Home Care 1900 Northwest Blvd, Ste210 Coeur d'Alene, ID 83814	208-665-5579 208-665-5559 Fax denisehubbard@rescare.com	Homemaker in Benewah, Bonner, Boundary, Kootenai and Shoshone counties

8. Does the AAA have a 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?

YES  NO

Describe the process:

Fiscal/Contracts Manager will utilize statewide database to search and print out list of at-risk names and contact information for affected location. Contract manager will contact affected providers and fax names and contact information.

9. Does the AAA disaster plan include 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? *If YES, be sure to list staff member and emergency assignment in # 2.*

YES  NO

10. Does the AAA disaster plan include a 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?

YES  NO

11. Does the AAA disaster plan include a process for staff and service providers to record employee’s time and expenses associated with disaster related activities (necessary to apply for reimbursement in the event of a presidential disaster declaration)?

YES  NO

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

Job Duties

Preface: Assignment of Area Agency on Aging staff, unless otherwise noted (Director, Fiscal, RSVP, I&R, Contract Manager, Adult Protection, Case Management and Ombudsman), is designed to focus efforts on clients within the service delivery system identified by the Area Agency on Aging through its agency database.

Director:

- Responsible for implementation of the AAA disaster plan
- Determine staff involvement/agency commitment
- Responsible for communicating to AAA staff the nature and geographic area affected by the disaster
- Identifies “go to” person when implementation of any aspect of the plan that does not deliver the anticipated results.
- Identifies and arranges for staff training
- Determines staffing schedule based upon declared disaster
- Works with emergency management officials to determine what type of expenditures should be tracked, how to best track them, and reporting requirements.

Adult Protection/Case Management:

- Coordinates with Contract Manager in the identification of homebound isolated elderly clients. Identifies at-risk elderly: Homebound seniors needing meal preparation assistance as identified in the Area Agency on Aging agency database will be considered at-risk.
- Update AAA management team with current emergency management policies and training opportunities
- Represent AAA with local Emergency Management Departments
- Works with Case Workers to prioritize clients identified as most at risk.
- Coordinates efforts to contact identified at-risk clients for assessment of needs; works with Case Workers, Senior Centers, other service providers and local/state officials as available.
- Works with Information & Assistance Technician on distribution of information to clients during an event and through the recovery phase.

Long-term Care Ombudsman:

- Identifies nursing facilities and assisted living homes within the geographic area of disaster
- Monitors bed vacancies in SNF and RALF facilities forwarding information to local designated agency to make placement.
- Develops a tracking sheet in order to follow up with relocated residents.
- Provides training to public on transfer trauma, residents’ rights.

- Ensures transfer is implemented in a way that is respectful of the residents and not infringing on their rights.

Contract Manager:

- Assist senior centers within the declared area in making their facilities available for shelter, mass feeding, and rest centers.
- Assist senior centers in establishing documentation for recovery of costs incurred such as staff time, food, etc.
- Assist in coordination of AAA providers in transporting seniors and other individuals with mobility problems for meals in a congregate setting or delivery of meals to homes.

Information and Referral Technician:

- Coordinates with Red Cross and other state and local emergency management officials to obtain information relevant to the disaster
- Provides Area Agency on Aging Disaster Preparedness Team with relevant information.
- Assures that older persons have access to and the assistance necessary to obtain needed services and recovery assistance.

Continuity of Operations

The purpose of “Continuity of Operations” is to address how the Agency will respond in a disaster in the event multiple staff members are unable to meet their normal work schedule.

Essential Elements of AAA Operations are identified in the event the agency needs to narrow the scope of activity.

1. Communications with contractors, clients, and employees.
2. Coordination efforts with emergency and disaster agencies.
3. Fulfillment of Adult Protection response times.

Modification of Face-to-Face Contacts is relevant especially if the event is related to a contagious disease, but may not be limited to that type of event.

1. Communication by telephone and/or internet when possible.
2. Enhance employee’s ability to work from home when a disaster occurs in their locality.
3. Link equipment (phones and computers) between work and home.

Method of Communicating with Employees

1. A phone tree will be implemented.
2. The web site will be updated to communicate essential information.
3. When all else fails relay critical information through Idaho Commission on Aging.

Sick Leave Policy

1. Existing sick leave and Family Medical Leave policies will be followed in the event of a disaster.
2. Changes to the sick leave policy can only be approved by the President of North Idaho College.
3. Any suggested changes to leave policy will be presented by the Director.

Moving the Disaster Plan Ahead

1. When needing access to equipment, data, and disaster plan, go to any manager.
2. Always refer to essential duties identified in the beginning of this policy and deliver on those items first.