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**AREA AGENCY ON AGING
FOUR-YEAR PLAN:
Fiscal Years 2016-2019**

**THIRD YEAR OF THE PLAN:
Fiscal Year 2018
July 1, 2017 - June 30, 2018**

**MOUNTAINLAND ASSOCIATION OF GOVERNMENTS
Department of Aging and Family Services**

Area Agency on Aging

**for
The Older Americans Act**

**Utah Department of Human Services
Division of Aging and Adult Services**

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I. APPROVAL PROCESS

The Older Americans Act of 1965, as amended through 2006, requires that each Area Agency on Aging (AAA) develop an area plan. This is stated specifically in Section 306(a) of the Act as follows:

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

In accordance with the Act, each AAA is asked to furnish the information requested on the following pages. Responses will form the report of progress in achieving goals set for the planned activities for the third year of the four-year Area Plan for 2016 - 2019 (July 1, 2017 - June 30, 2018). Once completed, this document will be submitted to the Division of Aging and Adult Services for review and comment. The State Board of Aging and Adult Services will subsequently examine all responses and consider the document for final approval by June of 2017.

II. SIGNATURES

Appropriate signatures are requested to verify approval of the Area Plan.

AREA PLAN UPDATE

July 1, 2017 to June 30, 2018

1. The Area Plan update for Fiscal Year 2018 has been prepared in accordance with rules and regulations of the Older Americans Act and is hereby submitted to the Utah Department of Human Services, Division of Aging and Adult Services, for approval. The Area Agency on Aging assures that it has the ability to carry out, directly or through contractual or other arrangements, a program in accordance with the plan within the planning and service area (Ref. Section 305[c]). The Area Agency on Aging will comply with state and federal laws, regulations, and rules, including the assurances contained within this Area Plan.

Director, Area Agency on Aging _____ Date 5/4/17

Agency Name: Mountainland Association of Governments

Agency Address: 586 East 800 North; Orem, UT 84097

2. The Area Agency Advisory Council has had the opportunity to review and comment on the Area Plan Update for Fiscal Year 2018 (Ref. 45 CFR Part 1321.57[c]). Its comments are attached.

Chairman _____ Date 5/11/17

Area Agency Advisory Council

3. The local governing body of the Area Agency on Aging has reviewed and approved the Area Plan Update for Fiscal Year 2018.

Chairman _____ Date 5/25/17

Mountainland Association of Governments

4. Plan Approval

Director _____ Date _____

Division of Aging and Adult Services

Chairman _____ Date _____

State Board of Aging and Adult Services

III. PROGRESS REPORT ON GOALS AND OBJECTIVES

Please review the progress made during the past year on the goals and objectives found in the AAA four-year plan. This summary should not exceed two pages in length. If additional supporting data are submitted, please place it in the attachments.

1. **Coordination of Title III and Title VI Native American programs** – *As relevant to your area, describe your coordination efforts between your AAA programs and Title VI programs that are being delivered in your area, as well as plans for future coordination and partnerships.*

Mountainland does not have any American Indian Tribes located within our region, and is not involved in coordinating Title III services with Title VI Native American programs.

2. **Integration of health care and social services systems** – *The Administration for Community Living has in recent years encouraged better coordination and integration between local social services programs and local health care services. Describe any efforts in your AAA to coordinate these efforts, as well as any plans for coordination in the future.*

Along with several other AAA's in Utah, MAG has been working with Meals on Wheels America(MOWWA) to explore a Social Impact Bond pilot project, providing assessment services and meal delivery to clients being discharged from the hospital. MOWWA is currently trying to identify a Medicare Advantage Plan as one partner, and if successful, would also identify a funder for the upfront capital. This is a significant opportunity for us to establish a partnership with a health insurance provider and to generate additional revenue.

MAG administered the Social Service Block Grant funding during FY2017 to provide social service programs for families and seniors, including mental health, substance abuse and counseling services. This funding also provided critical support to MAG's Home-Delivered Meal, Ombudsman and senior transportation programs.

MAG has been exploring new program initiatives that will support our efforts to integrate health care with our more traditional social service efforts. We have researched the HomeMeds program, and have gathered information on Nutrition Counseling programs. In addition, we conducted a survey of our HDM clients to determine their needs and interest in being involved in these programs.

3. **Empowering seniors in maintaining health, safety and independence** – *Using community resources and supports, in home services and other resources including evidence based preventive health models and abuse prevention resources, develop goals to allow seniors to remain in their homes and communities while creating healthy and safe environments.*

Mountainland implemented the Rosalynn Carter Institute for Caregiving REACH Program in FY2017, utilizing three part-time Coaches, and serving 30 caregivers of persons with Alzheimer's and dementia. This program provides one-on-one counseling and intervention, skill-building, and stress management techniques, as well as identification of resources and education. Tooele and Weber County are also participating in the program under MAG's license.

We have conducted research to develop a Home Safety program that would include an environmental scan to identify potential hazards for our Home Delivered Meal clients who are not served by other in-home programs.

4. **Planning for the future** – *Describe plans for strengthening and expanding aging services in your AAA, including plans to start, stop or change service offerings, and ways to strengthen the local aging network to ensure continuity and longevity of services and programs.*

MAG completed an RFP process to identify a new meal provider for our Utah County Nutrition Programs. We coordinated with our Aging Advisory Committee to identify a Nutrition Subcommittee who provided input into the scope of work on behalf of home-delivered meal clients and Senior Centers. This Subcommittee also reviewed bids and made a recommendation to our Aging Advisory Council. The Aging Advisory Council reviewed the information provided to them from the Subcommittee, and supported their recommendation. This recommendation was then reviewed with our Executive Council who made the final decision. The Utah County Security Center, our current meal provider in Utah County, was selected as the vendor for the July 1, 2017 to June 30, 2022 contract term.

We have established a new Public Relations Coordinator position that will support efforts to increase our presence in the community, and to help us get word out about the programs and resources we can provide.

We have established a Visioning Group within the department that participated in a SWOT analysis, and has developed a Mission and Vision statement for the Department, with the input of staff and our Aging Advisory Council. We are scheduled to hold a staff retreat to encourage staff-wide input into long-range planning for the department. Our next phase will be to look at branding for our Department and the programs we provide that will support our mission and vision, and result in a coordinated marketing approach. We are hopeful that many of these activities will raise awareness of older adults and the issues that confront them, help us identify service gaps and develop partnerships to fill those, and strengthen our ability to reach those who have the greatest needs.

We have also renamed our information and referral role as the Senior Help Line, and have updated our online resource guide, The Senior Help Guide.

In FY2017, MAG has participated with the Utah County Area Mobility Coordinating Council, and provided support to a new transportation project in Utah County that will

serve seniors, disabled persons, Veterans and low income individuals. The project, Utah Valley Ride Link, is expected to be available by July 1, 2017 and will be operated through our local United Way. The project will provide service to the Provo/Orem area only, on Monday/Wednesday/Friday, from 9:00 a.m. to 2:00 p.m.

MAG submitted a successful application to the Provo/Orem Section 5310 program for additional funding to support a voucher program that will expand the service area of the Utah Valley Ride Link project from American Fork to Springville.

MAG has added an additional volunteer route in Utah County, for a total of 31 volunteer meal-delivery routes, and we have 4 certified Ombudsman volunteers. In the face of uncertain funding levels, the volunteer component is integral in our ability to maintain current levels of service.

Mountainland has been active in exploring various funding opportunities to strengthen and support the activities of the AAA, including identification and application to various public grants and private foundations. To date in FY2017, we have submitted successful applications to the Sorenson Legacy Foundation and Eccles Foundation, receiving \$32,500.00 to support our programs.

MAG supported advocacy for program funding at the state and federal level. In conjunction with U4A, and utilizing MAG's lobbyist, we promoted funding for our Alternatives and Ombudsman programs during the 2017 Legislative Session, but were unsuccessful in receiving additional funding support for these programs.

MAG held two Senior Voice events, one each in Utah and Wasatch Counties. Intended to reframe the Senior Day at the Legislature event, the Senior Voice event provides a local opportunity for our seniors to interact with Legislators about issues that impact them.

We have an active Continuum of Care Committee and Caregiver Coalition in Utah County, as well as the Aging Senior Task Force and Caregiver Coalition in Wasatch and Summit Counties. Two community Health and Wellness fairs were held, and a Caregiver Conference was held in Utah County.

5. **ACL Discretionary Grants** – *ACL offers a number of discretionary grants (including Alzheimer's Disease Support Services Program (SDSSP), Evidence-based Disease and Disability Prevention Programs, Senior Medicare Patrol (SMP) and programs that support community living. Please describe any of these programs that your AAA has been involved with, as well as any plans for future participation with any of these grants.*

MAG is currently involved as a partner with the State in administering the Senior Medicare Patrol project. We are active in providing education and information that can benefit seniors in protecting their identity and to prevent healthcare fraud and abuse.

MAG utilized Title IIID program funds in partnership with Utah and Wasatch County Health Departments to implement Stepping On, Chronic Disease Management and Dining with Diabetes evidence-based courses in our region.

- 6. Participant-Directed/Person-Centered Planning** – *Describe your current and planned efforts to support participant-directed/person-centered planning for older adults and their caregivers across the spectrum of aging services.*

MAG is implementing the Veteran’s Directed Home and Community Based Services Program (VD-HCBS), providing participant-directed services that allow Veteran’s to maintain independence at home. MAG has served as a Provider HUB for Bear River AAA and Five County AAA, who are both now operating independently. MAG is currently serving as a Provider Hub for Southeast AAA while they complete their Readiness Assessment process. We will also serve as a hub for Six-County AAA.

MAG is continuing partnership through the COVER TO COVER program in coordination with VHASLC Health Care Systems and Utah Aging & Disability Resource Connection at the University of Utah in providing long term options counseling, providing one-on-one intervention with Veteran’s and their families to identify services, resources and to develop goals as part of an individualized person-centered plan.

MAG also provided Case Management for the Medicaid Aging Waiver and New Choice Waiver programs in developing participant-directed care plans.

- 7. Elder Justice** – *Describe any current and/or planned activities to prevent, detect, assess, intervene, and /or investigate elder abuse, neglect, and financial exploitation of older adults.*

MAG is partnering with the Provo City Police Department and others on the Elder and Vulnerable Adult Coalition (EVAC) to raise awareness and education, and to support a coordinated approach to addressing issues of elder abuse and exploitation.

Our Ombudsman Program coordinates with Adult Protective Services to identify, investigate and resolve situations of abuse and neglect in long-term care settings, and to provide education to prevent such situations from occurring. Expansion of the Ombudsman role to serve all residents of long-term care facilities has had a significant impact on the numbers of complaints handled by our Ombudsman staff. We continue to be challenged by the number of long-term care facilities in the region, along with continued development of additional facilities.

IV. ACCOMPLISHMENTS FOR THE PAST YEAR

This section should be the “state of the agency” report. Discuss the agency’s major accomplishments, what is working as planned, what effort did not work as planned, any disappointments experienced by the agency, barriers encountered, etc.

MAG is developing an in-home nutrition counseling program for individuals at high nutritional risk. The program will provide intervention by a Registered Dietician, and will address options and methods for improving nutrition status, and working with clients to set and achieve reasonable nutrition goals. We are looking at various assessment forms from other AAA’s in the country that are implementing this program to determine a process for identification of risk and to establish the intervention framework. We are planning to contract with a Registered Dietician to support the project, and we will utilize intern support. We are also looking at other screening tools, such Diabetes Risk Tool, that could be incorporated as part of a more in-depth approach. We hope to complete development of an assessment tool, and enter into contract with Registered Dietician to begin implementation of this pilot project in the fall of 2017.

The Department is preparing to begin implementation of the HomeMeds Medication Safety Program, an evidence-based intervention that provides in-home medication review and analysis. This program provides a variety of benefits to help older adults maintain independence and health at home, including identification potential conflicts between various prescribed medications, identification of expired medications, assistance with medication adherence, and determination of any deviations in how medication is being taken. We will be developing a contract with a Pharmacist to review medications and provide information to prescribing Doctors as needed. This pilot project will be implemented as part of an enhanced in-home assessment program, combined with the home-delivered meal assessment, and Home Safety program (identified below), and will utilize CDBG and local funding to begin operation.

We will implement a Home Safety program to be a component of our in-home assessment process for Home Delivered Meal clients who are not served by another in-home program. The intent is to complete an environmental scan to identify any hazards that may exist in the home that could contribute to falls or other injuries based upon a checklist developed by the CDC. We will follow up on these items with clients through involvement of our meal delivery drivers, and hope to identify grant funds that will help us address small items, such as installation of grab bars, fans or power strips.

MAG will participate in train-the-trainer for Dementia Dialogues in August 2017, an opportunity sponsored by the Utah Coordinating Council for Alzheimer's Disease & Related Dementias. Dementia Dialogues is a dementia-specific training program that improves the skills of professional staff working with persons living with dementia. This is an opportunity to expand our knowledge and ability to provide support to families dealing with Alzheimer’s or related dementia. Dementia Dialogues can develop skills to recognize signs and symptoms associated with Alzheimer’s, assist participants to communicate more effectively, and to learn non-pharmacological and behavioral approaches to address challenging behavior.

MAG will be working with a public relations agency to complete branding of our programs to assist in creating a more cohesive message for our wide range of services. We will also be looking at adding value to our web site by integrating an on-line intake process and a request for information form to increase accessibility, and will be developing a resource library, and a newsroom. MAG also expects to continue efforts to engage all staff members in our process of developing long-range plans for the Department. In addition, MAG will increase our visits and presence in local Senior Centers in response to input received from our Aging Advisory Council.

MAG is preparing for retirement of several long-time staff members, and will be using local funds to enhance our internal Quality Assurance program. Our focus will be to establish best practices for each of our in-home programs, and to develop an onboarding and training program for new Case Managers and other staff members. We will also explore how in-home clients are assigned, perhaps creating more specialization among our Case Management staff to enhance our program implementation and to create greater efficiencies that will allow us to adapt to fluctuations in funding while meeting our primary goal of serving clients.

We are planning to strengthen our data gathering processes within the Department, enhancing our database to include new programs and to incorporate tracking of more specific information that will allow us to begin looking at identification and achievement of outcome measures.

In conjunction with the MAG lobbyist, MAG will support efforts of U4A in seeking ongoing funding for the Nutrition Programs. FY2018 marks the last year of reserve funding being distributed by the State office in support of Nutrition Programs. A robust approach to gain support of additional Nutrition program funding will be necessary to maintain current service levels statewide. Part of the initiative going forward is identification of a more comprehensive, ongoing and long-term funding approach that can meet the needs of older adults in Utah.

MAG will also begin implementation of a voucher program to support transportation for seniors and individuals with disabilities. This project will focus on providing transportation within the American Fork to Springville area in Utah County. MAG will also provide marketing to targeted groups outside of Provo/Orem to raise awareness and develop ridership.

V. AREA PLAN PROGRAM OBJECTIVES

Supportive Services

Title III B Program Objective	Persons Served - Unduplicated Count	Persons Waiting for Services*	Estimated Service Units	Estimated Number of Persons Not Served
Case Management (1 case): Assistance either in the form of access or care coordination in the circumstance where the older person and/or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers. Activities of case management includes assessing needs, developing care plans, authorizing services, arranging services, coordinating the provision of services among providers, follow-up and re-assessment, as required.	16	41	175	125
Personal Care (1 hour): Provide personal assistance, stand-by assistance, supervision or cues for persons having difficulties with one or more of the following activities of daily living: eating, dressing, bathing, toileting, and transferring in and out of bed.	3	20	300	100
Homemaker (1 hour): Provide assistance to persons having difficulty with one or more of the following instrumental activities of daily living: preparing meals, shopping for personal items, managing money, using the telephone or doing light housework.	12	25	1,500	175
Chore (1 hour): Provide assistance to persons having difficulty with one or more of the following instrumental activities of daily living: heavy housework, yard work or sidewalk maintenance.	2	5	10	15
Adult Day Care/Adult Day Health (1 hour): Provision of personal care for dependent adults in a supervised, protective, congregate setting during some portion of a 24-hour day. Services offered in conjunction with adult day care/adult health typically include social and recreational activities, training, counseling, meals for adult day care	2	10	800	50

Title III B Program Objective	Persons Served - Unduplicated Count	Persons Waiting for Services*	Estimated Service Units	Estimated Number of Persons Not Served
and services such as rehabilitation, medication management and home health aide services for adult day health.				
Assisted Transportation (1 one-way trip): Provision of assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.	0	0	0	0
Transportation (1 one-way trip): Provision of a means of transportation for a person who requires help in going from one location to another, using a vehicle. Does not include any other activity.		75	10,000	2,500
Legal Assistance (1 hour): Provision of legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney.			160	
Nutrition Education (1 session): A program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to participants or participants and caregivers in a group or individual setting overseen by a dietitian or individual of comparable expertise.			0	
Information and Assistance (1 contact): A service for older individuals that (A) provides the individuals with current information on opportunities and services available to the individuals within their communities, including information relating to assistive technology; (B) assesses the problems and capacities of the individuals; (C) links the individuals to the opportunities and services that are available; (D) to the maximum extent practicable, ensures that the individuals receive the services needed by the individuals, and are aware of the opportunities available to the individuals, by establishing adequate follow-up procedures.			8,000	

Outreach (1 contact): Interventions initiated by an agency or organization for the purpose of identifying potential clients and encouraging their use of existing services and benefits.			850	
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* Persons assessed and determined eligible for services

**TITLE III C-1
Congregate Meals**

Title III C-1 Program Objective	Persons Served - Unduplicated Count	Persons Waiting for Services*	Estimated Service Units	Estimated Number of Persons Not Served
<p>Congregate Meals (1 meal): Provision to an eligible client or other eligible participant at a nutrition site, senior center or some other congregate setting, a meal which:</p> <ul style="list-style-type: none"> a) complies with the Dietary Guidelines for Americans (published by the Secretaries of the Department of Health and Human Services and the United States Department of Agriculture; b) provides, if one meal is served, a minimum of 33 and 1/3 percent of the current daily Dietary Reference Intakes (DRI) as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences; c) provides, if two meals are served, together, a minimum of 66 and 2/3 percent of the current daily DRI; although there is no requirement regarding the percentage of the current daily DRI which an individual meal must provide, a second meal shall be balanced and proportional in calories and nutrients; and, d) provides, if three meals are served, together, 100 percent of the current daily DRI; although there is no requirement regarding the percentage of the current daily DRI which an individual meal must provide, a second and third meal shall be balanced and proportional in calories and nutrients. 	2,900	0	105,000	0
<p>Nutrition Counseling (1 hour): Provision of individualized advice and guidance to individuals, who are at nutritional risk because of their health or nutritional history, dietary intake, medications use or chronic illnesses, about options and methods for improving their nutritional status, performed by a health professional in accordance with state law and policy.</p>	20	100	40	980

Title III C-1 Program Objective	Persons Served - Unduplicated Count	Persons Waiting for Services*	Estimated Service Units	Estimated Number of Persons Not Served
Nutrition Education (1 session): A program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to participants or participants and caregivers in a group or individual setting overseen by a dietitian or individual of comparable expertise.			40	

* Persons assessed and determined eligible for services

**TITLE III C-2
Home-Delivered Meals**

Title III C-2 Program Objective	Persons Served - Unduplicated Count	Persons Waiting for Services*	Estimated Service Units	Estimated Number of Persons Not Served
Assessment/Screening (1 Hour): Administering standard examinations, procedures or tests for the purpose of gathering information about a client to determine need and/or eligibility for services. Routine health screening (blood pressure, hearing, vision, diabetes) activities are included.				
Home-Delivered Meals (1 meal): Provision, to an eligible client or other eligible participant at the client's place of residence, a meal which: <ul style="list-style-type: none"> a) complies with the Dietary Guidelines for Americans (published by the Secretaries of the Department of Health and Human Services and the United States Department of Agriculture); b) provides, if one meal is served, a minimum of 33 and 1/3 percent of the current daily Dietary Reference Intakes (DRI) as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences; c) provides, if two meals are served, together, a minimum of 66 and 2/3 percent of the current daily DRI; although there is no requirement regarding the percentage of the current daily RDA which an individual meal must provide, a second meal shall be balanced and proportional in calories and nutrients; and d) provides, if three meals are served, together, 100 percent of the current daily DRI; although there is no requirement regarding the percentage of the current daily RDA which an individual meal must provide, a second and third meal shall be balanced and proportional in calories and nutrients. 	1,300	0	125,000	1,500

Title III C-2 Program Objective	Persons Served - Unduplicated Count	Persons Waiting for Services*	Estimated Service Units	Estimated Number of Persons Not Served
Nutrition Counseling (1 hour): Provision of individualized advice and guidance to individuals, who are at nutritional risk because of their health or nutritional history, dietary intake, medications use or chronic illnesses, about options and methods for improving their nutritional status, performed by a health professional in accordance with state law and policy.	20	100	40	500

* Persons assessed and determined eligible for services

**TITLE III D
Preventive Health**

Title III D Program Objective	Persons Served - Unduplicated Count	Persons Waiting for Services*	Estimated Service Units	Estimated Number of Persons Not Served
Conduct evidence-based programs*			50	

**One unit of service for each participant who completes the Workshop.*

TITLE III E
National Family Caregiver Support Program (NFCSP)

Title III E Program Objective	Persons Served	Persons Waiting for Services*	Estimated Service Units
Information: Estimate the number of individuals who will receive information, education and outreach activities in order to recruit caregivers into your program.	700		700
Assistance: Estimate the number of clients who will receive assistance in accessing resources and information which will result in developed care plans and coordination of the appropriate caregiver services.	75		5,000
Counseling/Support Groups/Training: Estimate the number of individuals who will receive counseling/support groups/training.	350		1,200
Respite: Estimate the number of clients who will receive respite services using NFCS funds.	50	80	2,000
Supplemental Services: Estimate the number of clients receiving supplemental caregiver services using NFCS funds.	15	25	200

* Persons assessed and determined eligible for services

OTHER OLDER AMERICANS ACT SERVICES

Other Services Profile -- List other services and the funding source *(Optional)*

Service Name and Funding Source	Persons Served - Unduplicated Count	Persons Waiting for Services*	Estimated Service Units	Estimated Number of Persons Not Served

* Persons assessed and determined eligible for services

Note: *There are no restrictions on the number of other services which may be reported.*

Mission/Purpose Codes:

- A= Services which address functional limitations
- B= Services which maintain health
- C= Services which protect elder rights
- D= Services which promote
socialization/participation
- E= Services which assure access and
coordination
- F= Services which support other
goals/outcomes

STATE-FUNDED PROGRAMS

Service Code	Program Objective	Persons Served - Unduplicated Count	Persons Waiting for Services*	Estimated Number of Persons Not Served
ALM	Home and Community-based Alternatives Program:** Services designed to prevent premature or inappropriate admission to nursing homes, including program administration, client assessment, client case management, and home- and community-based services provided to clients.	75	150	975
RVP	Volunteer: Trained individuals who volunteer in the Retired Senior Volunteer Program, Foster Grandparent Program, and Senior Companion Program.	125	0	0

* Persons assessed and determined eligible for services

** Quarterly and annual reporting requirements by service area will still be required. (Example: case management, home health aide, personal care, respite, etc.)

MEDICAID AGING WAIVER PROGRAM

Program Objective	Persons Served - Unduplicated Count	Persons Waiting for Services*	Estimated Number of Persons Not Served
Purpose: A home and community-based services waiver offers the State Medicaid Agency broad discretion not generally afforded under the State plan to address the needs of individuals who would otherwise receive costly institutional care provided under the State Medicaid plan.	120	35	175

* Persons assessed and determined eligible for services

VI. REAFFIRMATION OR AMENDMENTS TO THE FOUR-YEAR PLAN

This section allows the AAA to annually reaffirm, with documentation, the information found in its four-year plan. It is important to include documentation with the request for any waivers, including descriptions and justifications for the request. This section provides an opportunity to discuss any modifications the agency is requesting to amend in the four-year plan. The following areas should be included, and any others that the AAA would like to add:

1. PRIORITY OF SERVICES

- A. Continued expansion of the influence of the aging services network in the community.
- B. Infrastructure, education, and environment development allowing older people to remain independent including the provision of home and community-based services.
- C. Outreach to persons of greatest need, including low-income minorities, rural residents, persons with greatest social need, persons with greatest economic need, and others listed in 306(a)(5)(B) of the OAA.
- D. Support of senior citizen centers as institutions that support emotional and social wellbeing, to include information, transportation and nutrition services.
- E. Support the care facility industry by involvement of industry representatives in community functions and by providing a constructive Ombudsman service.

2. SERVICE PROVIDERS

List all providers from whom the agency will purchase goods or services with Title III funds to fulfill area plan objectives. Specify the goods or services being purchased and the type of agreement made with the provider, i.e., subcontract, vendor, memorandum of agreement, etc.:

Provider Name	Address	Services/Program	Agreement Type
Utah Legal Services	455 North Univ. Ave., Provo, UT 84601	Legal Assistance	Sub-Contract
United Way of Utah County	P.O. Box 135, Provo, UT 84603	Access	Sub-Contract
Utah County Foster Grandparent Program	51 S. University Avenue, #109, Provo, UT 84603	Access	Sub-Contract
Utah County Senior Companion Program	51 South University Avenue, #109, Provo, UT 84603	Access/Companionship	Sub-Contract
Mountainland Retired and Senior Volunteer Program	586 East 800 North, Orem, UT 84097	Access/HIIP/Volunteer Coordination	Sub-Contract
American Fork City	54 East Main Street, American Fork, UT 84003	Access/I&R/CMM	Sub-Contract
Goshen Town	79 South Center Street, Goshen, UT 84633	Access/I&R/CMM	Sub-Contract
Lehi City	123 North Center, Lehi, UT 84043	Access/I&R/CMM	Sub-Contract
Lindon City	100 North State Street, Lindon, UT 84042	Access/I&R/CMM	Sub-Contract
Orem City	93 North 400 East, Orem, UT 84057	Access/I&R/CMM	Sub-Contract
Payson City	439 West Utah Avenue, Payson, UT 84651	Access/I&R/CMM	Sub-Contract
Pleasant Grove City	242 West 200 South, Pleasant Grove, UT 84062	Access/I&R/CMM	Sub-Contract
Provo City	270 West 500 North, Provo, UT 84601	Access/I&R/CMM	Sub-Contract
Salem City	30 West 100 South, Salem City, UT 84653	Access/I&R/CMM	Sub-Contract
Santaquin City	45 West 100 South, Santaquin, UT 84655	Access/I&R/CMM	Sub-Contract
Spanish Fork City	167 West Center, Spanish Fork, UT 84660	Access/I&R/CMM	Sub-Contract
Springville City	65 East 200 South, Springville, UT 84663	Access/I&R/CMM	Sub-Contract
Summit County	P.O. Box 128, Coalville, UT 84017	Access/I&R/CMM	Sub-Contract
Wasatch County	465 East 1200 South, Heber City, UT 84032	Access/I&R/CMM/HDM	Sub-Contract
Utah County Security Center	3075 North Main, Spanish Fork, UT 84660	HDM/CMM Meal Preparation	Sub-Contract
Denise's Home Plate	P.O. Box 472, Coalville, UT 84017	HDM Meal Preparation	Sub-Contract
Abbott Nutrition	75 Remittance Drive, Ste. 1310 Chicago, IL 60675	Liquid Meal	Sub-Contract
5 Star Home Health	898 South State Street Orem, UT 84058	In-Home Support	Sub-Contract
A Caring Hand	1204 West South Jordan Parkway, South Jordan, UT 84095	In-Home Support	Sub-Contract
Alpha Home Health	250 West Center Street, Orem, UT 84057	In-Home Support	Sub-Contract
Applegate Home Care	28 South 1100 East, American Fork, UT 84003	In-Home Support	Sub-Contract
Aspen Senior Care	13 East 200 North, Orem, UT 84057	In-Home Support	Sub-Contract
Brio Home Health	11762 S State Street, Draper, UT 84020	In-Home Support	Sub-Contract
Care A Lot HomeCare	80 E Heron Ct, Saratoga Springs, UT 84045	In-Home Support	Sub-Contract
Caring Hands/Health Watch	1485 East 840 North, Orem, UT 84097	In-Home Support	Sub-Contract
CNS Home Health	667 North 1890 West, Provo, UT 84601	In-Home Support	Sub-Contract

Provider Name	Address	Services/Program	Agreement Type
Comfort Keepers	2780 Madison Avenue, Ogden, UT 84403	In-Home Support	Sub-Contract
Danville Support Services	6965 Union Park Center, Ste. 330, Midvale, UT 84047	In-Home Support	Sub-Contract
Dignity Home Health & Hospice	357 East 50 South, Ste. B., American Fork, UT 84003	In-Home Support	Sub-Contract
Emerald Home Health	500 Deer Valley Road Park City, UT 84060	In-Home Support; Adult Day Health	Sub-Contract
Encompass Home Care	529 South Orem Blvd., Orem, UT 84058	In-Home Support	Sub-Contract
Homewatch Caregivers	36 East 400 North Provo, UT 84606	In-Home Support	Sub-Contract
iCare Home Health	1503 South 40 East, Provo, UT 84606	In-Home Support	Sub-Contract
North Eastern Services	529 West 300 South, Orem, UT 84058	In-Home Support	Sub-Contract
Salus Homecare	8817 South Redwood Road, #D, West Jordan, UT 84088-9266	In-Home Support	Sub-Contract
Senior Solutions	127 North 700 East, Springville, UT 84663	In-Home Support	Sub-Contract
Aspen Senior Center	3410 North Canyon Road, Provo, UT 84604	Respite	Sub-Contract
Beehive Homes of Am. Fork	164 West 200 South, American Fork, UT 84003	Respite	Sub-Contract
Beehive Homes-Orem	1045 East 800 North, Orem, UT 84057	Respite	Sub-Contract
Beehive Homes-Provo	2877 West Center Street, Provo, UT 84601	Respite	Sub-Contract
Beehive Homes-Salem	1015 S 550 W, Salem, UT 84653	Respite	Sub-Contract
Beehive Homes-Sp.Fork	858 E 100 S, Spanish Fork, UT 84660	Respite	Sub-Contract
Elk Meadows	4200 North 400 West, Oakley, UT 84055	Respite	Sub-Contract
Rocky Mountain Care-Heber	160 West 500 North, Heber, UT 84032	Respite	Sub-Contract
ALERT UTAH	P.O. Box 127, West Jordan, UT 84088	ERS	Sub-Contract
Mytrex	10321 South Beckstead Lane, So. Jordan, UT 84045	ERS	Sub-Contract
One Touch Response	127 North 700 East, Springville, UT 84663	ERS	Sub-Contract
Pioneer Medical Services	P.O. Box 1147, American Fork, UT 84003	ERS	Sub-Contract
Acumen	P.O. Box 539, Orem, UT 84057	Fiscal Agent	Sub-Contract

3. DIRECT SERVICE WAIVERS

The State Plan shall provide that no supportive services, nutrition services, or in-home services (as defined in section 342[1]) will be directly provided by the State Agency or an area agency on aging, except where, in the judgment of the State Agency, provision of such services by the State or an area agency on aging is necessary to assure an adequate supply of such services, or where such services are directly related to such state or area agency on aging administrative functions, or where such services of comparable quality can be provided more economically by such state or area agency on aging.

Is your agency applying for any Direct Service Waivers?

Yes [X] No []

If yes, list the services for which waivers are being requested and describe the necessity for the direct service provision.

1. Nutrition Services (Home-Delivered Meals) in Utah County.
2. Nutrition Services (Home-Delivered Meals) in Summit County.
3. Case management for the Aging Waiver, Home and Community Based Alternatives, and Family Caregiver Support and Respite Programs.
4. Training and Education.

The AAA has advertised in newspapers of the three-county service area requesting individuals of organizations to submit letters of intent to provide services sponsored by the Area Agency.

The AAA did not receive any letters of intent for these services. There were not any entities identified who were interested and/or capable of providing these services.

4. PRIORITY SERVICE WAIVER

Reference(s): OAA Section 306(a)(2), 306(b)(1)(2)(A)(B)(C)(D), 307(a)(22)
State Rule R110-106-1

Indicate which, if any, of the following categories of service the agency is not planning to fund with the minimum percentage of Title III B funds specified in the State Plan, with the justification for not providing services. **Attach appropriate documentation** to support the waiver request as follows:

- 1) notification of public hearing to waive Title III B funding of a service category,
- 2) A list of the parties notified of the hearing,
- 3) A record of the public hearing, and
- 4) A detailed justification to support that services are provided in sufficient volume to meet the need throughout the planning and service area. (See State Rule R805-106 for specific requirements.)

SERVICE CATEGORY**DESCRIPTION OF REASON FOR THE WAIVER**

Access:

No waiver requested.

In-Home:

No waiver requested.

Legal Assistance:

No waiver requested.

5. ADVISORY COUNCIL

References: OAA Sections 306(a)(6)(F)
FED 45 CFR Part 1321.57

Council Composition	Number of Members
60+ Individuals	<u>12</u>
60+ Minority Individuals	<u>1</u>
60+ Residing in Rural Areas	<u>6</u>
Representatives of Older Individuals	<u>15</u>
Local Elected Officials	<u>4</u>
Representatives of Providers of Health Care (including Veterans Health Care if applicable)	<u>0</u>
Representatives of Supportive Services Provider Organizations	<u>14</u>
Persons with Leadership Experience in the Voluntary and Private Sectors	<u>22</u>
General Public	<u>2</u>
Total Number of Members (May not equal sum of numbers for each category)	<u>22</u>

Name and address of chairperson:

Mayor J. H. Hadfield
51 East Main
American Fork, UT 84003

Does the Area Agency Advisory Council have written by-laws by which it operates?

Yes No

Area Agency Advisory Council meetings schedule: The Mountainland Area
Aging Advisory Council meets on the second Thursday of each month at 1:30 p.m.
Location for the meeting is rotated throughout the three-county area.

VII. POPULATION ESTIMATES

Population Group	Number*	Number Served in Planning and Service Area	Estimate of People Needing Services
Age 60-74	46,709	1,250	3,300
Age 75-84	18,760	1,500	1,390
Age 85+	4,979	800	510
Minority Age 65+	4,984	125	350

* Updated 2014