

MIDLAND AREA AGENCY ON AGING

FISCAL YEAR 2025-2027

AREA PLAN

Table of Contents

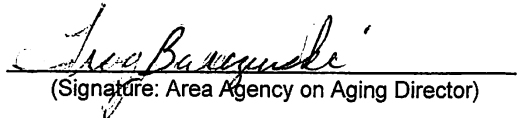
Verification of Intent	Page 3
Executive Summary	Page 4
Midland AAA Mission	Page 4
Midland AAA Vision	Page 4
Planning Process	Page 4
PSA Overview	Page 5
Midland AAA Overview	Page 6
Fiscal Year 2022-2024 Overview	Page 8
Comprehensive Needs Assessment	Page 12
Public Hearing	Page 23
Community Focal Points	Page 23
State Wide Initiative	Page 24
Quality Assurance Grant Monitoring	Page 24
Elder Rights Plan	Page 25
Emergency Preparedness	Page 28
Appendix D Forms (SJF)	Page 33
Area Plan Assurances	Page 146
Compliance Policies Assurances and Non-Discrimination	Page 159

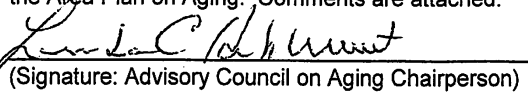
Verification of Intent


Appendix C: VERIFICATION OF INTENT

The Area Plan on Aging is hereby submitted for Planning and Service Area 09 for the period 10/01/25 through 9/30/27. It includes all assurances and plans to be followed by Midland Area Agency on Aging under provisions of the Older Americans Act, as amended, during the period identified. The Area Agency on Aging identified will assume full authority to develop and administer the Area Plan on Aging in accordance with all requirements of the Act and related State policy. In accepting this authority, the Area Agency on Aging assumes major responsibility to develop and administer the Area Plan for a comprehensive and coordinated system of services and to serve as the advocate and focal point for older adults in the planning and service area.

The Area Plan on Aging has been developed in accordance with all rules and regulations specified under the Older Americans Act and is hereby submitted to the State Agency on Aging for approval.


3/21/2024
(Signature: Area Agency on Aging Director)

The Area Agency Advisory Council on Aging has had the opportunity to review and comment on the Area Plan on Aging. Comments are attached.

3/21/2024
(Signature: Advisory Council on Aging Chairperson)

The governing body of the Area Agency on Aging has reviewed and approved the Area Plan on Aging.

3/21/2024
(Signature: Governing Board)

Board President
(Title: Chairperson of Governing Board,
Chairman of County Commissioners, etc.)

Executive Summary

Assessing the Needs of Older Persons, Family Caregivers, and Older Relative Caregivers.

Midland Area Agency on Aging's planning process involves several steps using a number of procedures and resources. The planning process allows for basic identifications of the concerns and needs of older persons in the area. It includes a mechanism for adjusting the Area Agency approach to meeting those needs and addressing concerns of older persons as they change over the three-year planning cycle. The planning process in preparation for the development of the three-year Area Plan encompassed many activities and resource analyses to determine the overall service needs and concerns of older persons in the area. The plan was developed to meet those needs to the extent possible with projected resources in the area.

The subsequent planning activities as the Area Plan cycle progresses through the three years are continuous throughout the life of the plan. Needs and concerns of older persons are identified and updated regularly. Shifts in service provision and activities are made as indicated from yearly planning updates if necessary. Several steps are undertaken initially and updated information is reviewed and considered, at a minimum, on a yearly basis in preparation of subsequent years' amendments to the original plan.

Midland Area Agency on Aging Mission:

The Mission of Midland Area Agency on Aging is to change those conditions which either directly or indirectly pose significant barriers to older adults, their caregivers, and persons with disabilities who desire to live independently in the community and participate in a full, meaningful way in community life.

Midland Area Agency on Aging Vision:

The Vision of the Area Agency is to successfully meet the many different needs of Older Adults, Caregivers, and Persons with Disabilities. Midland Area Agency on Aging envisions a network that is equipped to meet the growing demands of this very important population. Our vision includes the ability for people to live independently and with dignity in the community setting they choose. Our vision is that any door in our network is the right door for a person to walk through for assistance. The Area Agency has learned from the Covid Pandemic experience and will develop a balance of services to reach clients in the more traditional way of face to face service as well as offering virtual services to those who request it to improve access to all public benefits programs that are available in the PSA.

Planning Process

The planning process approach is thorough yet simple in PSA 09. A comprehensive survey was developed and disseminated throughout the PSA to a variety of persons to be completed and sent back. There were three (3) listening sessions added to the process which was new to this area. Included in both the listening sessions and survey were questions relating to the state wide and local initiatives to assist the AAA in improving visibility, quality of care and monitoring and caregiver services. The Area Agency is also part of many local community networking groups such as caregiver coalitions, emergency management groups, county network groups, M-Team, Fatality Review Team Ombudsman/CCU M-

Team as well as our own Advisory Council who gave input on how to incorporate the statewide and local initiative to best serve and assist the seniors in PSA 09.

Planning and Service Area (PSA) Overview

According to the Demographic Characteristics of Older persons provided by the Department on Aging persons over age 60 in PSA 09 is 37,524. Based on this information approximately 8% of our population is in poverty, 4% are minority, 31% are over the age of 75, 25% are living alone and 100% are classified as rural.

Combining the rural factor with poverty, 75+, and living alone makes the challenge of serving our clients great. The rural area clients and their caregivers do not have access to the array of local options for help as do their counterparts in the more populated areas. Therefore, dependence and access to the Older Americans Act services is vital component to the everyday lives of both the client and caregiver. The utilization rate for the PSA population is 26% for at least one if not multiple of the Title III services that are offered through the Area Agency. The Minority population is small through out our PSA, but efforts to obtain views through our needs assessment included sending survey to those clients who have received services through Older American Act services as well as the Veterans Independence program that is done through the Area Agency. In addition, faith based organization including those who advertise minority services and Juneteenth committee members were included in the needs assessment process. According to FY 2022 Census PSA 09 has 1588 minority over 60 in 2023 we served 75 for 4% . The AAA has a specific minority policy and section in each application and will continue to do activities to reach this population as well as continue to monitor our providers to assure they are doing activities to reach this population.

With the implementation of the National Family Caregiver Initiative in 2000, we, as the Aging Network, no longer focus solely on the older individual. The plight of families in the area impacts their ability to care for older adults and grandchildren or kinship children they are trying to raise. In Fiscal Year 2023 3,149 people used Title III E Caregiver services and the number keeps growing.

During the pandemic, requests for respite services went up. This was already a service that was in demand and the funding stretched to its limits. Family members found themselves unable to provide as much care as they did before because of the stay at home order or they were called upon to do so much more due to services not being available that respite became even more important. The State Funding received for the Caregiver Program has helped immensely to expand services including respite, but also gap filling, outreach, and Trualta an evidence based web based program for Caregivers both Older Adult and Grandparents Raising Grandchildren

However, for those persons who require assistance with several activities to remain living independently in the community, gaps in the availability of services remains. The range of needed services varies depending upon the support available to an individual from family or friends. According to the data from the unmet need report and the community needs assessment completed the following are the most common requests for services that are not available or limited availability in our PSA:

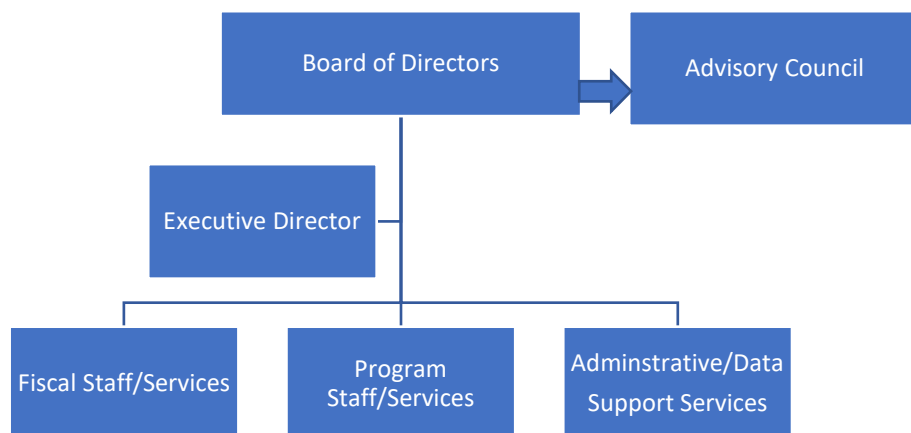
- Specialize/medical transportation area wide;
- In-home services including yard work, snow removal, housekeeping and homemaker services for senior not eligible for or unwilling to avail themselves of the state Community Care Program;

- Transportation in the outlying areas of the PSA ;
- Emergency needs for which no other resource is available like medication, eye glasses, hearing aides (GAP filling);
- Residential repair/home modification
- Telephone reassurance;
- Friendly visiting/senior companion;
- Medication Management
- Homeless Shelters/Homelessness in general;
- Adult Day Services;
- Money Management;
- Affordable Housing;
- Assistive Technology;
- Diabetic Supplies;
- Incontinent Supplies;
- Developmental Disability Services;
- Dementia/Alzheimer’s Support;
- Health Promotion Programs;
- Grandparents Raising Grandchildren;
- Social Isolation Prevention Services;
- Affordable Broadband/Internet;
- Pet Care;
- Home Security Systems;
- Agency Visibility

Service Coverage Chart (Separate Attachment)

The Area Agency has a few underserved areas in Jefferson and Marion Counties. The missing services include Transportation, Friendly Visiting, and Title III D services in Marion Counties and Friendly Visiting in Jefferson County. The current and proposed funding does not allow for expansion at the time, but the Area Agency will continue to Advocate for more funding through legislation, look for additional grants that may fill the gaps and look for additional local resources and providers for services.

Area Agency on Aging Overview



The AAA Board of Directors:

The Midland Area Agency Board of Directors is currently composed of 13 people. The goal is to have 3 representatives from each county and 1 member at large who represents the Minority population in our PSA. At this time, we have vacancies in two of our counties and the member at large. We actively recruit members on an ongoing basis. We have developed a flyer that is handed out at all of our outreach events as well as on our social media and website. The Board is made up of Older individuals who were teachers, administrators, financial planners, and recipients of our services. One Board member is currently employed as the Director of a local Health Department whom we met and developed a relationship with during the pandemic. All of our members represent rural areas. The Board of Directors is responsible for reviewing and funding all of our providers.

The Midland Area Agency Advisory Council is made up of a combination of Board Appointed Council members and representatives from our provider network. We currently have vacancies in 2 counties and the member at large. The Board appointed Advisory Council members are over 60. Their background is teaching, former AAA employee, Caregiving, and Alzheimer Awareness Director. The other Council members represent our provider network. The Council advises on the Area Plan development, Development of the Needs Assessment, and conducts our Public Hearing. Recruitment for the Advisory Council is the same as the Board. It is very difficult to find people who want to volunteer. We continually reach out to the community through newspaper, outreach events, and social media to try to find people who will serve.

The Midland Area Agency staff is composed of 8 females most of which have been at the Agency for many years. The current Director has been with the agency 33 years and the Director for 14, the Fiscal Manager has been with the agency 10 years the last 3 in that position, Program Coordinators have been with the agency 39 and 14 years respectively, (one program coordinator is also responsible for all of the Data collection and reporting as well as programs), the Administrative Assistant has been with the agency 19 years, the I&A Specialist has been with the agency 10 years, and 2 Fiscal Assistants have been with the agency 3 years. Three years ago the agency experienced a complete turnover in staff in the Fiscal Department. It made for a challenging time however I believe in the long run our Agency is much improved.

The Area Agency is the designated agency to administer the Veteran Directed Care Program. This is a person centered program where the Veteran is in charge of their own care, is the employer of

their own employees, and choose who they want to be a worker or what they want to purchase. The Program Coordinator at Midland does the assessment for these services and assists the veteran and their family members through the process. She also assigns the Veterans to a Case Mix which determines the funding amount that they may use toward Care. She does home visits as well as many telephone follow up with her clients. Currently we have 15 clients which is extremely high. The normal case load is 6 to 8. We work with both the Marion and St. Louis VA hospitals for referrals. These services prevent premature institutionalization for the veterans.

In addition, Midland Area Agency administers several other programs within the Aging Network. These include:

- Senior Health Insurance Program
- Benefit Access Program
- Senior Health Assistance Program
- The Medicare Improvement for Patients and Providers Act
- Dementia Friendly Initiative
- Senior Employment Program
- Regional Administrative Agency for Adult Protective Services
- ADRC No Wrong Door
- Senior Medicare Patrol

The Area Agency staff and providers practice person centered approach in the delivery of services. Training has been developed specifically for the Options Counseling program but does expand into all of our services on the importance of the Client being in charge of their own care plan. In the last planning cycle Trauma Informed Care for both professionals and clients was introduced. The AAA will continue to identify possible training opportunities for staff and providers and has made this a requirement for all front line staff in this Area Plan. Trualta which is a Caregiver service that is provided has Trauma Informed Care as a module that we are encouraging our Caregivers to sign up for. In addition information on Trauma is included in our Social Isolation Bags.

FY 2022-2024 Review

Statewide Initiative- Reducing Social Isolation

This Initiative looked very different from the start of the Area Plan Cycle to the end. In Fiscal Year 2023 we were still in the middle of the pandemic and the goal of services was to reach those that were encouraged to remain in their homes. The development of our social isolation bags was front and center. These bags contained a life line to resources for the population we serve. It included

- Work search Crossword puzzle book
- Highlighter
- Social Isolation brochure
- Midland brochure
- SMP magnet/brochure

- Friendship Card
- Mental Health Hotline
- Pen
- Open enrollment information
- Chap stick
- Jar gripper
- Ice pack
- Hand sanitizer
- Face mask
- Letter Opener
- Paper Packet containing information about:
 - Information And Assistance Offices
 - CCU offices
 - APS Fact Sheet
 - Engaged Illinois brochure
 - Caregiver Services
 - Ombudsman Sheet
 - “Turning 65” Information Sheet
 - Covid 19 Tip Sheet
 - Covid 19 Vaccine Information Sheet
 - Nutrition Brochure
 - Exercise Sheets
 - Trauma Informed Care

It has been found that providing all of the information in one location has helped people who are isolated to reach different programs that they may need. It also included activities that can be done in the home alone to keep people as active as possible. Keeping people engaged even in small ways can make a huge difference. It also includes emergency numbers and help line information for people to utilize.

Midland Area Agency also instituted a Friendly Visiting Program. During FY 22 this was converted to a Telephone Reassurance Program but in FY 23 and FY 24 it is a Face to Face program.

We also began our entry in to Virtual Programing during this time. The most success we have had is with our Caregiver Program. We currently utilize Adaptive Caregiver Corner and Trualta. Not only are both of these programs beneficial in training Caregivers it is a way for Caregivers to remain connected and not become isolated with their loved one.

Midland Area Agency on Aging began doing County Conversations in Fiscal Year 2023 as a pilot to combat Social Isolation. At these County Conversations Community Partners both funded and unfunded through the AAA are invited to attend, set up an informational table, and speak about the services they provide. Some of these partners do offer virtual programming again some funded through the AAA some are not. We found that the attendance was low at first but has picked up as we have done them

throughout the PSA. We are using this as an avenue to provide other training as well for example Trauma Informed Care, Senior Medicare Patrol, Dementia Friendly.

Local Initiative

Our local initiative was Dementia Friendly Communities for the Fiscal Year 2022-2024 Area Plan Cycle. We developed, training using Dementia Friendly America and Illinois as a guide. We have been able to get 3 communities added to the Registry.

Two staff people at the AAA have been trained as Dementia Specialist by IDOA, Dementia Champions, by Rush University, and have been completing Dementia Friends Training in the PSA. Dementia Friends training was provided throughout the PSA.

The Goal of this initiative is for people living with dementia to have a high quality of life, are engaged with their community and feel like a “whole person”. The way to accomplish this is to engage the community and businesses through education of the disease and how to communicate and respect those with Dementia.

FY 22:

The City of Effingham became Dementia Friendly.

FY 23:

The City of Salem became Dementia Friendly.

FY 24:

The City of Vandalia became Dementia Friendly.

Impact and Response to COVID

To effectively discuss this topic we have to go back to before the FY 2022-2024 Area Plan. We need to start in FY 2020 and what our network had to do to cope with the pandemic.

March of 2020 changed everything in every way of the service delivery system provided by Midland Area Agency. The Covid-19 Pandemic made us reevaluate and redesign every service we have. Our service system has been built around face to face contact. Whether it was at a congregate meal, a home delivered meal, information and assistance, legal, transportation, caregiver services, adult protective services, ombudsman, health promotion programs, friendly visiting, or case coordination unit services which are all different services, the one common thread was they were provided in a face to face manner. In a matter of hours sites were closed, people were sent home to work remotely, technology became more important, and essential services had to be redesigned to protect both clients and workers.

Becoming familiar with virtual formats became mandatory. This is especially difficult in our rural communities where broadband system is weak at best and non-existent at worst. Our clients either do not have the ability or refuse to become part of the virtual world. Services have been provided via drive through, drop boxes, drop and knock meals, and all with PPE measures being implemented.

Our planning approach was two-fold:

- One, where we continue to reach people through alternate means than face to face and:
- Two, the easing back into a safe face to face provision of services.

During the height of the pandemic service delivery included such things as:

- Congregate participants becoming Home Delivered Meal clients. The Home Delivered Meal Routes exploded. No one over 60 was denied. This practice continued until FY 2023 when the sites have opened back up. When the sites opened Grab and Go meals were added as a choice for the first time and will probably be a permanent feature of the program. Rebuilding the Congregate sites has been challenging and will be a goal in the 2025-2027 Area Plan. Shelf Stable meals became a necessity and we realized the value in providing those to all of our clients.
- Drive through services this included:
 - Legal Services where interviewing was completed on the phone and signing in the parking lot with PPE in place
 - Covid Vaccine clinics were held
 - Covid Vaccine Home visits
- Social Isolation bags were developed and information on the importance of vaccine and where they could be obtained were included. These were distributed to all Home Delivered Meal participants and other seniors and caregivers.
- Information and Assistance became a telephonic program and a Drop box method was used to assist with Med D, BAA, and other information that was needed to assist with client needs. To obtain a vaccine pharmacy required online registering. Many of our clients were not comfortable with this process so I&A Specialists assisted with this registration.
- The Caregiver Program became more virtual in format with online training being provided and assessments including the new T-Care assessments being completed via phone interview.
- ZOOM with introduced as a way of communicating with each other.
- Partnerships were strengthened with local Health Department and the Emergency Management Agencies. This has resulted in the Director of a local Health Department serving on our Board of Directors.
- The Ombudsman Program completed window visits to assure the connection to Nursing Home Residents.
- Social Distancing implemented on transportation
- Evidence based programs changed to virtual format
- Friendly Visiting changed to telephone Reassurance

Since Fiscal Year 2023 as the pandemic was declared over, we have strived to put our network back together realizing it will forever carry the affects of Covid pandemic. Booster vaccines education continue to be a priority for our seniors. Our new partnerships continue to grow and strengthen. We are seeing people face to face in all of our programs but for some of our programs it has been a slow movement. Our Nutrition programs continue to struggle with the large numbers on Home Delivered Meals. Reassessments are being completed to assure eligibility is met. Congregate Sites continue to

offer Grab and Go meals as well as encouraging participants to come back into sites. All assessments and visits are being done in the homes again. The virtual platform is here to stay and we still conduct training and meetings with providers and clients as needed. Caregivers especially are responding to this type of service.

Fiscal Year 24 Addendum information

In response to the Fiscal Year 2024 addendum request Midland AAA has completed many activities. They include:

- Pilot testing County Conversations to increase social connections and reduce social isolation.
- Development of Dementia Friendly Communities
- AAA staff received SAGE training and the Agency is at a Platinum Level now
- Conducted an all provider meeting that included training on
 - Reducing Mental Health Stigma
 - Veterans Services
 - Trauma Informed Care
 - End of life decisions/care planning
- Attempted to work with MCO's
- Analyzed Nutrition Health Screenings
- Promoted Evidence Programs
- Increased the relationship with the Alzheimer's Association
- Increased public awareness of the Caregiver Program

Comprehensive Needs Assessment

The Needs Assessment Process in the development of the FY 2025-2027 Area Plan included the following activities:

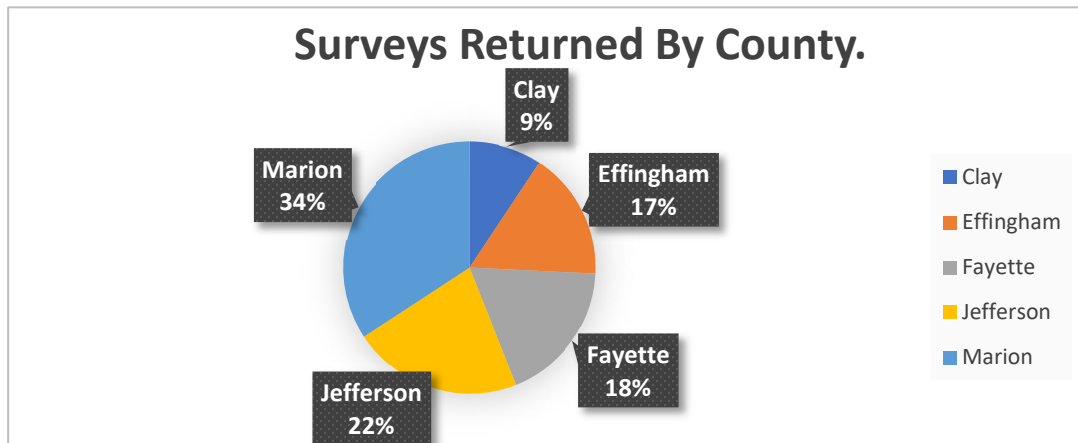
1. Review of senior program utilization rates and trends;
2. Service level history and funding history;
3. Benefit Access Assistance utilization rates;
4. Requirements imposed by various funding sources;
5. Review of federal and state laws, rules, and regulations governing service development and administration of funds;
6. Input from the community including local elected officials;
7. Input from the Midland Area Agency Board of Directors;
8. Input from the Midland Area Agency Advisory Council,
9. Representation on various networking groups regarding senior issues;
10. Information obtained from other organizations on caregiving;
11. Information obtained from other organizations regarding mental health;
12. Results of Local Needs Assessment;
13. Monitoring of state and federal legislative trends;
14. Census information;

- 15. Input from the Aging and Disability Advisory Group;
- 16. Input from County Coalitions;
- 17. Input from Faith Based Organizations;
- 18. Input from participants of all services including those in “greatest social need” and minority participants.
- 19. Input from Law Enforcement
- 20. Listening Sessions with Family Mental Health Support Group, Seniors, Caregivers

The results of the needs assessment and planning process are reflected in the issues identified, service priorities and strategies that have been developed to address the issues and needs identified.

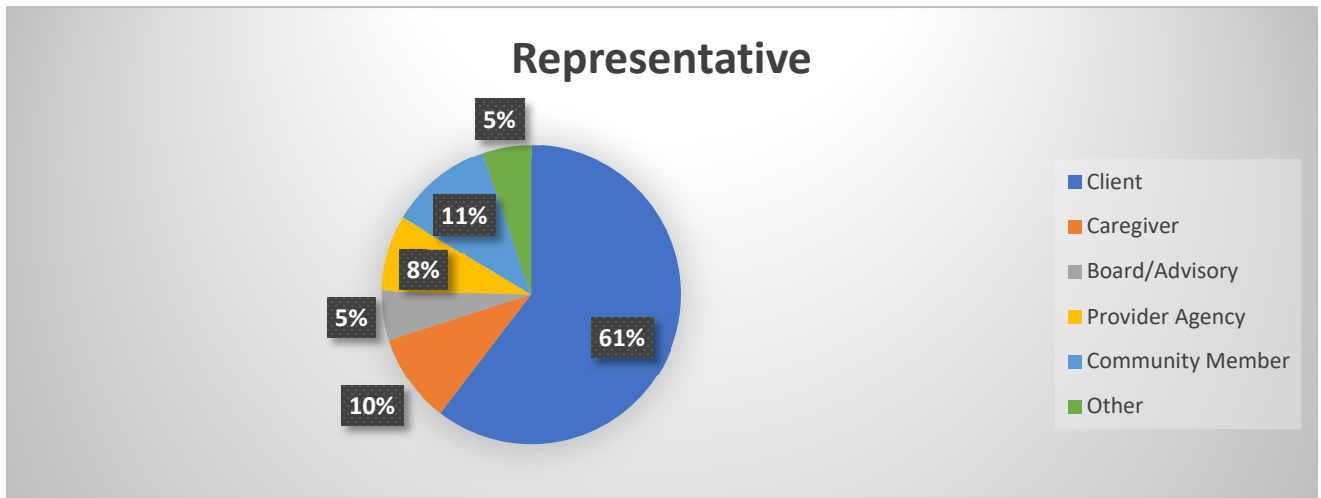
The local needs assessment was sent to Older Adults, Caregivers, Persons with Disabilities as well as a variety of Community Organizations with self-addressed stamped envelopes for returning. To assure that input was obtained through an equity lens special emphasis was put on sending surveys to minority attended faith based organizations and the one pride group we are aware of in our PSA. The diversity is very limited in PSA 09. The Area Agency is a sponsor and participant of Juneteenth, Love is Love pride celebration, and the Alzheimer’s walk. Area Agency on Aging tabulated the surveys. There were 700 surveys sent out and 225 were returned and tabulated so the return rate was 32%

Surveys Returned by County are depicted in this chart:

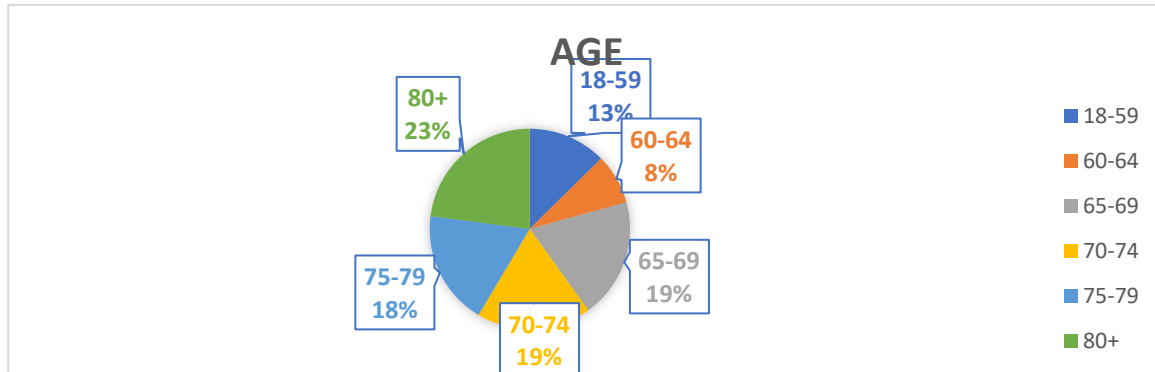


Marion and Jefferson Counties are the larger Counties in our service area, therefore it is natural that they would have a higher volume given out and received.

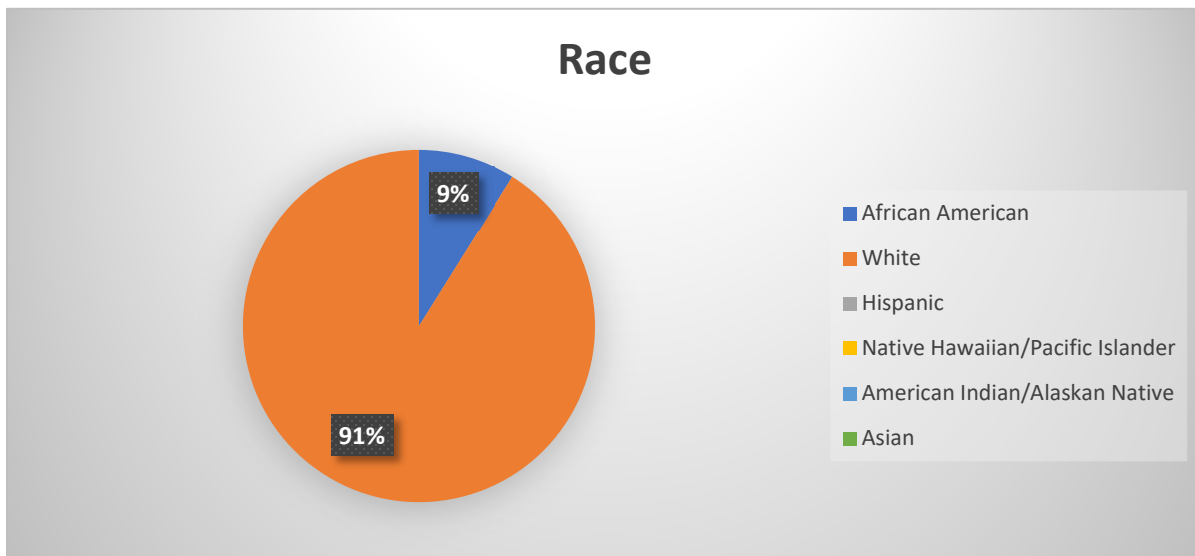
Below depicts how the person completing the survey identified themselves in relation to our Network:



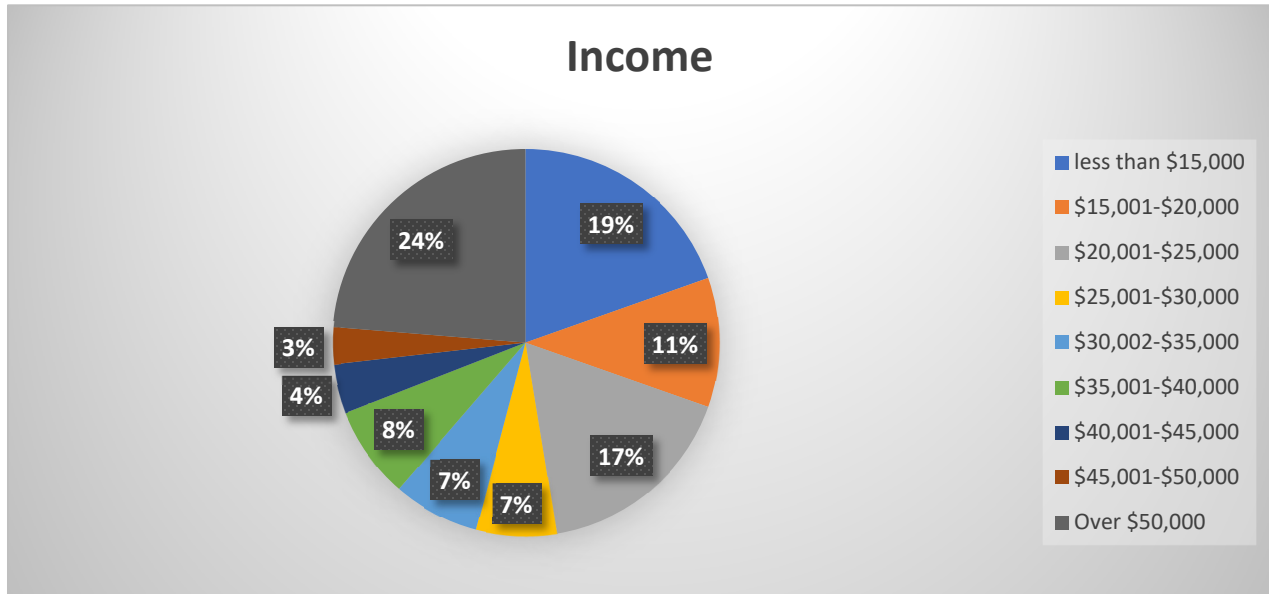
Below depicts how the person completing survey by age.



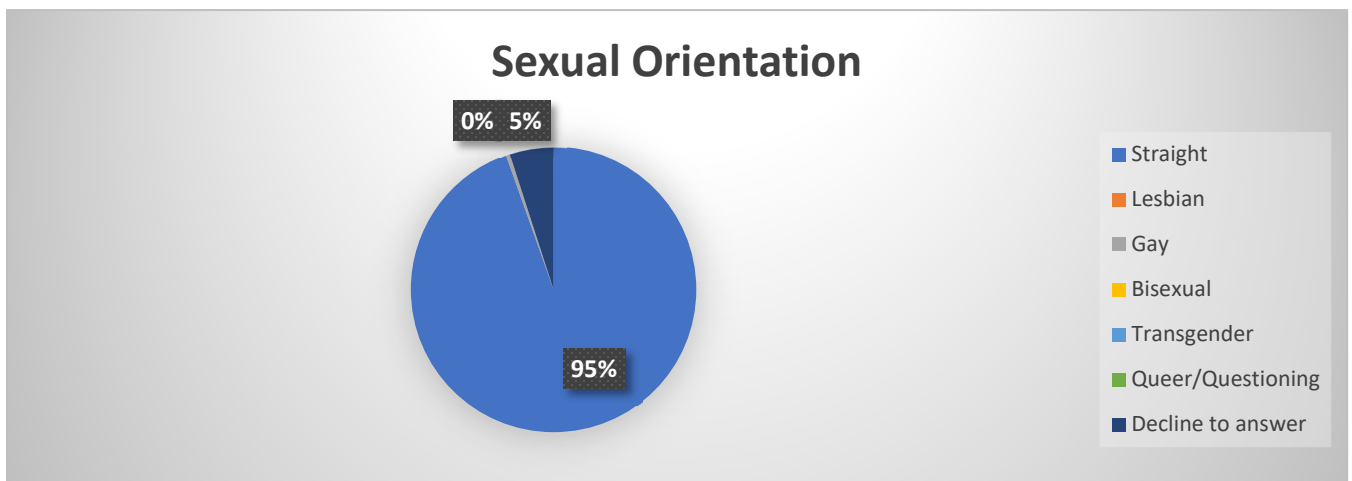
There is limited Minority population in the PSA in Jefferson and Marion Counties below shows the break out we received in our survey results. The Minority population is African American.



Income Data indicates we have a wide range of income levels. In retrospect it would of shown a truer picture if we had gathered the Client Data separate from provider, Board, and Community Members. Even so, 47% are at or below poverty guidelines

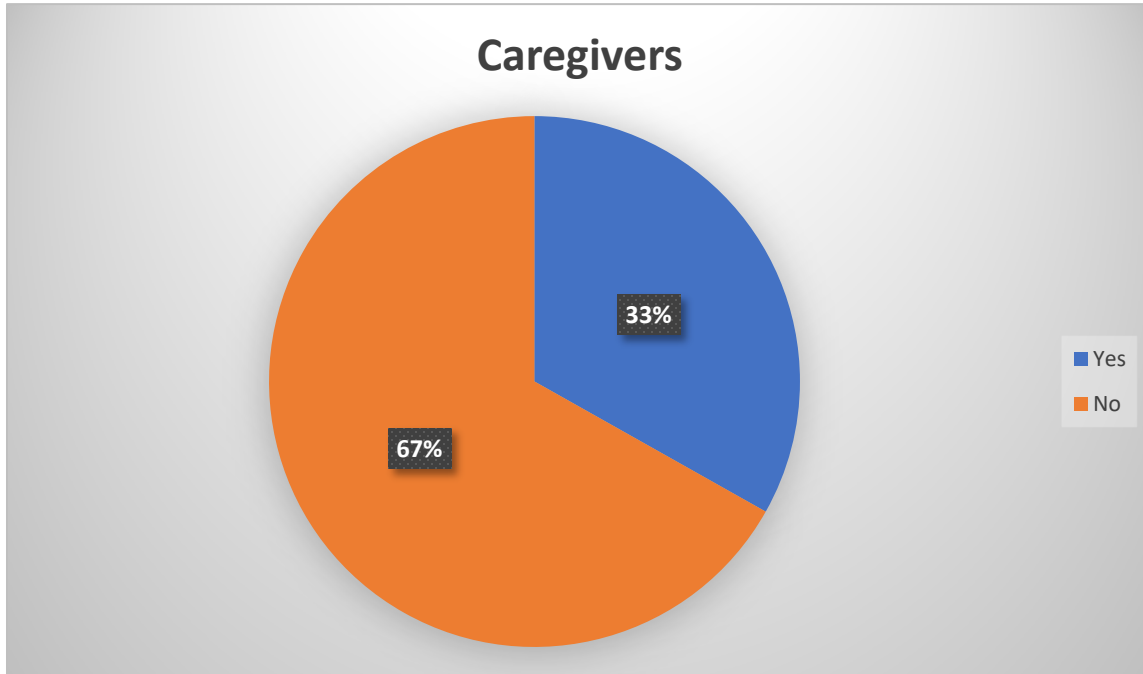


Sexual Orientation self-identification is still a challenge in our area. The fast majority 95% Identified as straight, 5% Declined to answer and 1 person identified as Gay. Our staff just had a one on one webinar with trainers from SAGE and this was brought up. We were told that the Older Population still has difficulty sharing their Sexual Orientation and to just keep doing what we are doing and that is making our office, pamphlets, and marketing tools open minded and inclusive to all people. They approved of materials we are currently utilizing.

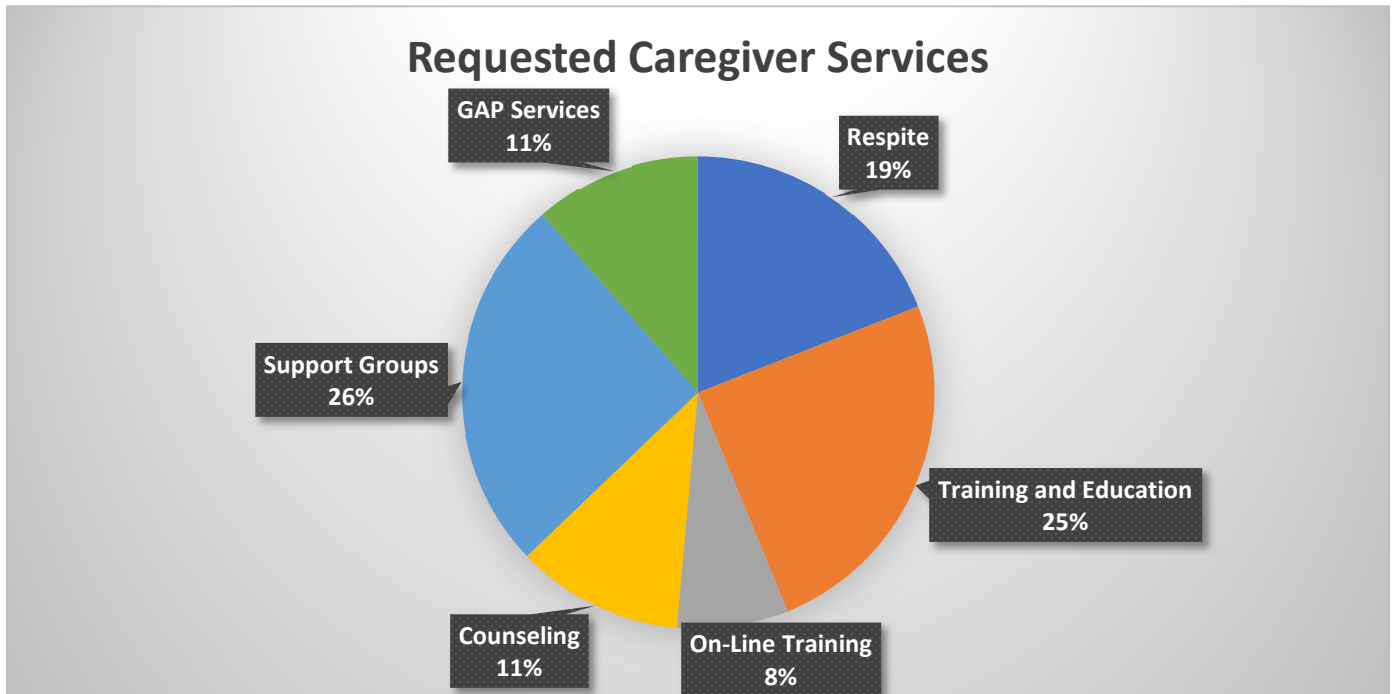


Caregiver Data

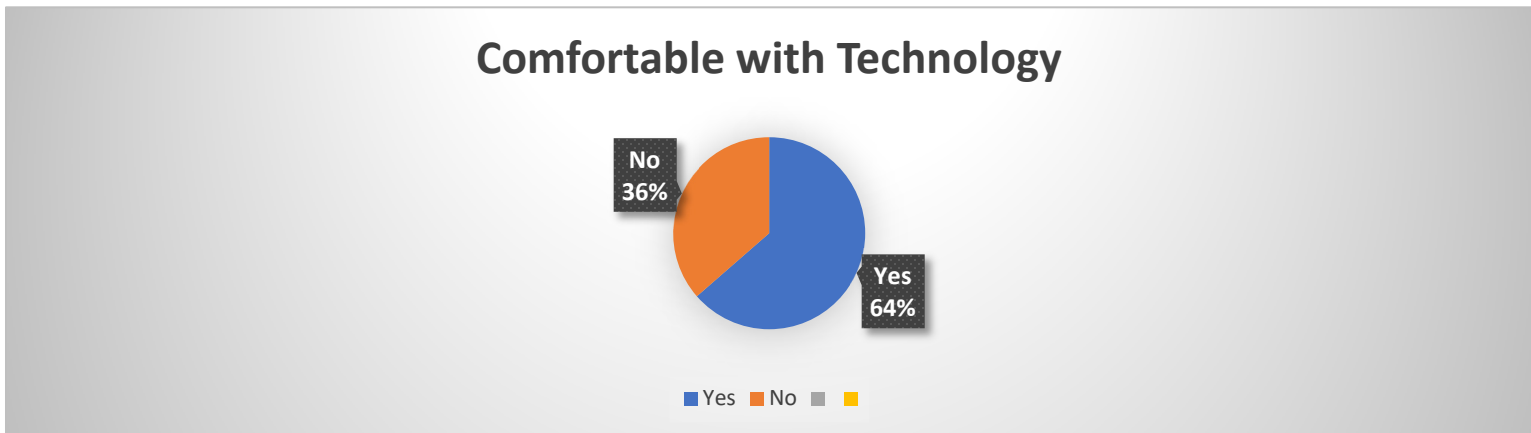
Below is a chart demonstrating those persons who identified themselves as Caregivers during the surveying process.



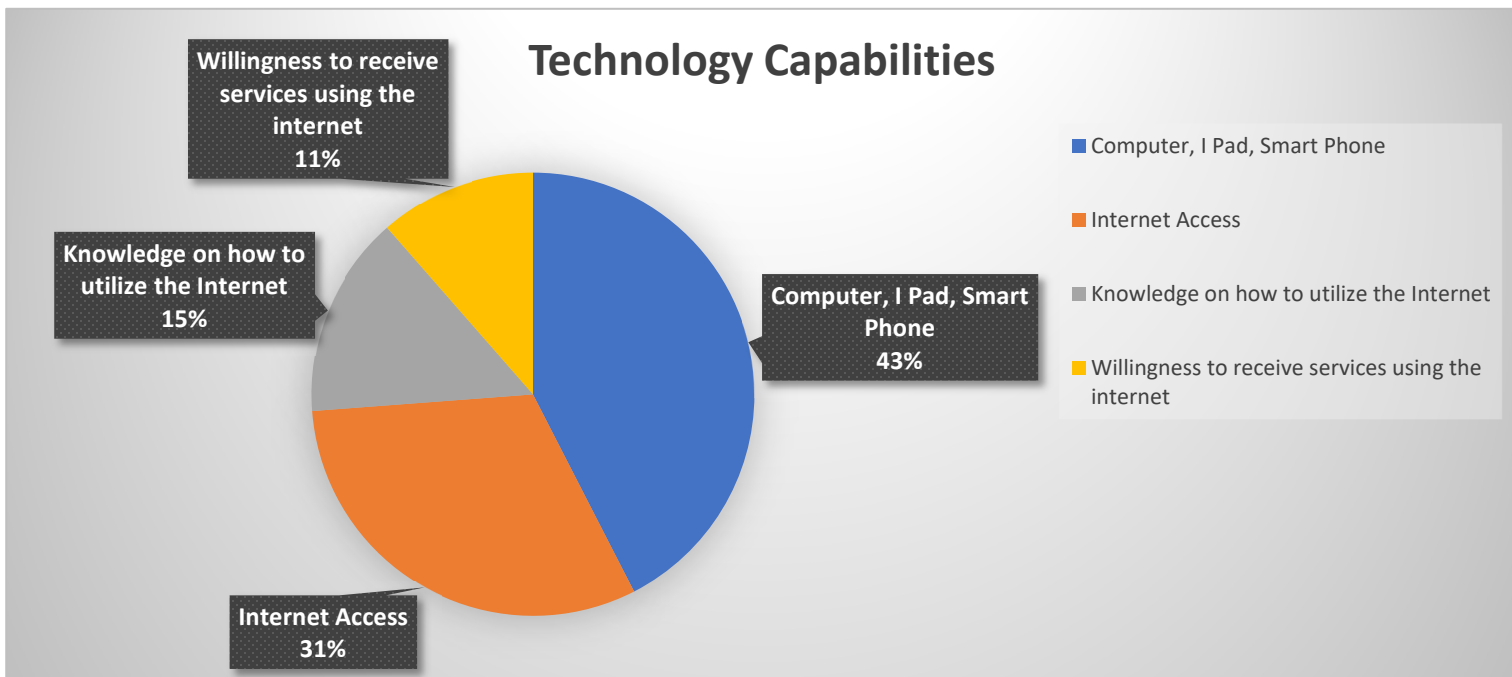
A listening Session was held with Caregivers as well as surveys being sent to Caregiver Clients. The Caregivers interviewed at the listening session were all new to the program. Fifteen interviews were completed. The chart below indicates the services most requested by Caregivers.



One major difference from the last needs assessment to this one is in Technology. Due to the Pandemic, everyone from clients to professionals were exposed to more technology. Many more people responded their comfort in using technology than in the past, however there was low interest in receiving services in this matter. The group most comfortable with utilizing technology was our Caregivers.

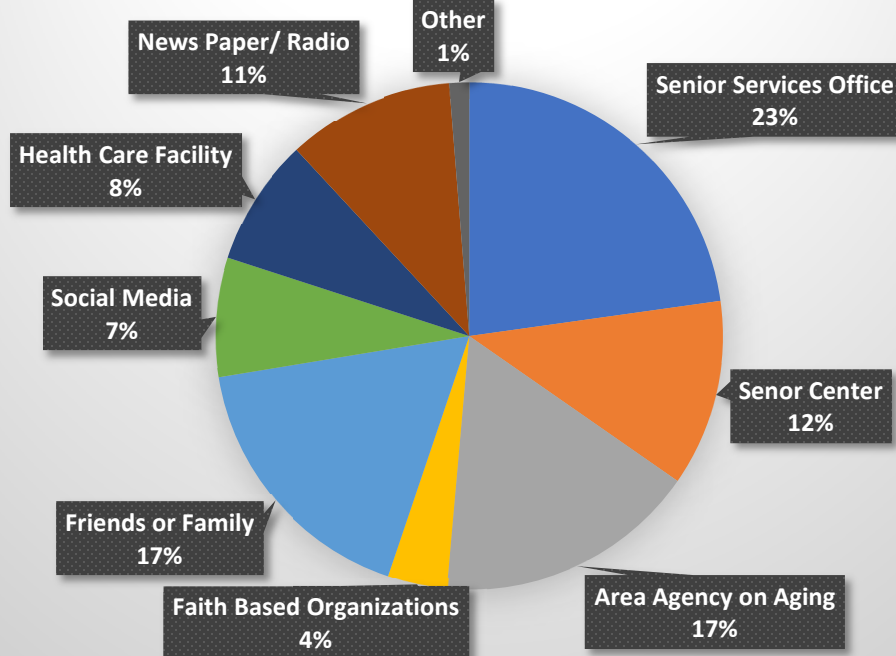


Where are people hearing about our services? Outreach and visibility was an area identified by Midland AAA during the last Area Plan cycle and is a Statewide Initiative identified by the Illinois Department on Aging in this cycle. This is a continuous discussion held by staff, providers, boards, and advisory councils for years. The answer usually comes back to people don't pay attention to our outreach efforts until they need the services. This does not mean outreach services should not be completed, in fact they do need to be increased. During the last Area Plan Cycle Midland pilot tested County Conversations, at these conversations all of our service providers plus some additional providers were invited to set up resource tables and talk about the services their agencies provide. A presentation was also given on the affects of Social Isolation has on people and the importance of community contact on a person's well being, Response was very favorable and the County Conversations will become part of the Statewide



Initiative as it highlights our whole local network. We have learned the publicity of the event is crucial for the event success. Below demonstrates where people reported learning about our services and where we need to target our outreach activities.

Where Information is Obtained



A goal of Midland AAA and its network of providers has always been to provide equitable, fair, and inclusive services to anyone who needs our help. Below is a chart reflecting the satisfaction of treatment .

I feel I am treated fairly and equitably by the Aging Network



During the Fiscal Year 2025-2027 Area Plan, Midland Area Agency will develop an Area Wide Customer Satisfaction Survey that will be uniformly distributed by our local Network. Currently providers obtain client input but it is all developed by individual providers and approved by the AAA. This change will assure the data we receive can be analyzed on an even basis. The Goal will be to have an 80% Satisfaction Score. Quarterly Reports will be required by providers and analyzed by AAA staff. If a provider falls below 80% training will be provided one on one to improve customer service. This will be a SMART Goal for each service we provide this cycle.

Listening Sessions:

Midland Area Agency conducted 3 Listening sessions in preparation for the FY 2025-2027 Area Plan. This is a new component to the planning process. One was held at a Mental Health Family Support Group, one was at a Caregiver Event, and the third was conducted at a Meal Site.

Group one (the Mental Heal Family Support)

- 22 of 25 were over 60
- 12 of 25 were Caregivers
- 12 of 25 were caring for someone with Dementia

Greatest Concern discussed was finding Caregiver Services when they needed them.

Group two (Caregiver Event)

- 15 Caregivers interviewed
- Age range 30-70
- All new to the Caregiver Program
- Heard about the Event on the Radio

Greatest Concerns expressed fear for their loved one. Needing more support groups. Finding a way to take care of their self without guilt.

Group three (Meal Site)

- 14 participants, volunteers, and staff
- Age 30-80

Greatest Concern was their site staying open. Getting people to come back in to the Site . Wanting a special diet.

Local Outlook

Most services are mandated either by the State of Illinois or the Older American Act of 1965 as amended. The amount of funding allocated to each service is determined by the area agency within the funding allocation parameters provided to us by the Illinois Department on Aging. The services are prioritized based upon an extensive process of need identification in the area and whether the service is available in whole or in part through other resources.

In the Fiscal Year 2025-2027 Area Plan cycle, the Area Agency on Aging will evaluate the programs we have and the expansions that were made due to Covid and try to maintain some of the expansions and return other programs back to Pre Covid formats. The main programs invested in during Covid were our Home Delivered Meals, Information and Assistance, and Transportation. We increased funding in these programs to expand routes, increase staffing, and purchase vehicles. The goal will be to increase congregate attendance through outreach as well as reassessing home delivered meals clients to make sure they meet the pre pandemic criteria. Although our providers were able to make it through the pandemic without a waiting list without sufficient funding this may not be the case in the future.

Additional GRF is helpful but the levels are not at what we were receiving through ARPA therefore it will be hard to maintain the levels we are at. The Information and Assistance staff was increased during the last three years. We have been able to fund full-time I&A staff and the service increased even with staff turnover. However, the current Title III B funding will not allow us to fund at this level and again maintenance will be a challenge. Below is a chart that reflects pre pandemic, pandemic, and coming out of the pandemic for these services.

Service	Fiscal Year 2019	Fiscal Year 2020	Fiscal Year 2023
Congregate Meals	1255 Persons 45,207 Meals	784 Persons 20,387 Meals	693 Persons 30,426 Meals
Home Delivered Meals	1017 Persons 115,324 Meals	1868 Persons 164,479 Meals	1601 Persons 176,167
Transportation	309 Persons 15,801 Rides	246 Persons 11,055 Rides	353 Persons 19,553 Rides
Information and Assistance	8,126 Persons 14,965 Contacts	8,312 Persons 14,705 Contacts	10,023 Persons 26,049 Contacts

Caregiver services were also expanded with ARPA adding GAP filling, Additional Respite, Outreach, and Trualta. Fortunately, we believe the Caregiver GRF funding will assist with the maintenance of these expansion

Through the Aging Network, the area agency has been able to assure certain services are available within funding limitation. Services identified as priority are either funded by the area agency or provided by local resources. Other services which are mandated either by the Older Americans Act or the State of Illinois are also available area wide through a combination of area agency funding, local resources and collaborative partnerships developed with other health care, social service, and community agencies within the planning and service area.

However, for those persons who require assistance with several activities to remain living independently in the community, gaps in the availability of services remains. The range of needed services varies depending upon the support available to an individual from family or friends. According to the data from the unmet need report and the community needs assessment completed the following are the most common requests for services that are not available or limited availability in our PSA:

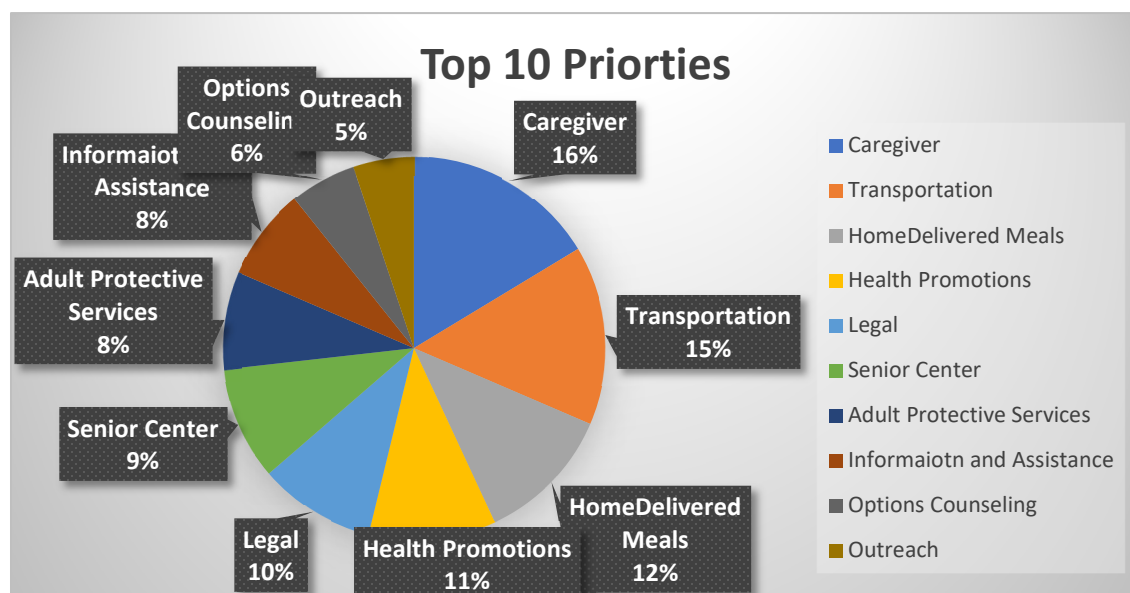
- Specialize/medical transportation area wide;
- In-home services including yard work, snow removal, housekeeping and homemaker services for senior not eligible for or unwilling to avail themselves of the state Community Care Program;
- Transportation in the outlying areas of the PSA ;
- Emergency needs for which no other resource is available like medication, eye glasses, hearing aides (GAP filling);
- Residential repair/home modification
- Telephone reassurance;
- Friendly visiting/senior companion;
- Medication Management

- Homeless Shelters/Homelessness in general;
- Adult Day Services;
- Money Management;
- Affordable Housing;
- Assistive Technology;
- Diabetic Supplies;
- Incontinent Supplies;
- Developmental Disability Services;
- Dementia/Alzheimer’s Support;
- Health Promotion Programs;
- Grandparents Raising Grandchildren;
- Social Isolation Prevention Service

Establish Priorities

In establishing service priorities, the Area Agency followed a series of established procedures. The priority listing of fundable services was developed from a review of all necessary data obtained from the needs assessment and planning processes. The priority list also takes into consideration all mandated and essential programs as required by the Older American’s Act as amended, the Illinois Act on Aging, and the Department on Aging. Simultaneously, the anticipated amount of Area Agency funds to be available is reviewed to determine funding that can be allocated to the various services.

In the January 2024 a Needs assessment sent to the Board of Directors, Advisory Council members, Provider Agencies, networking groups, and Consumers in the PSA. A piece of the Needs Assessment focused on the priorities of services in the PSA. The results of this process the Board of Directors has identified following as the priority list:



1. Caregiver
2. Transportation

3. Home Delivered Meals
4. Health Promotion
5. Legal
6. Senior Center
7. Adult Protective Services
8. Information and Assistance
9. Options Counseling
10. Outreach

Public Hearing

One Public Hearing is scheduled on the Public Information Document on April 25, at 10:00am in person at Midland Area Agency on Aging Conference room. The address of the Hearing is 434 S. Poplar Centralia Illinois 62801. All newspapers in the five county area were provided a news release and asked to put the event on their community calendars. It was also set up as an event on Facebook. Copies of the PID were available in each of the five counties prior to the Public Hearing. In addition, our Board of Directors, Advisory Council, Service Providers, and members of the General Assembly were sent copies of the PID.

Attendees included Service providers, AAA staff, IDOA staff, Advisory Council members, and Board members. There were 17 in attendance age range 39-85, 2 identified as recipient of services, 16 identified as Caregivers, and 4 identified as Community members. (Some identified as more than one category).

No testimony was given or received and no changes in the Area Plan will be made based on the public hearing.

No Wrong Door Focal Point, and Provider Listing (Separate Attachment)

The Community Focal Points for PSA 09 are our Information and Assistance Providers. This is the entry entity to the Aging Network. The I& A Sites are SHIP, SHAP, and MIPPA funded as well as provide Options Counseling. The staff Coordinates services with our CCU, APS, and Caregiver Programs. Attempts to work with MCO's but this has proved more challenging. There is an I&A office located in each County to provide local service and they are members of our ADRC Network. The ADRC network is made up of a member from each service we provide plus the disability community and some other social service agencies.

SECTION TWO

State wide initiatives

1. Increase statewide visibility of the Aging Network to connect Illinoisans with supports and services that encourage independence, dignity, and quality of life as we age.

This initiative will be embedded in each service however the common theme throughout all of our services will be our County Conversations. Midland AAA is also part of many Health Fairs, Juneteenth, Pride celebrations, Alzheimer's Walk, Caregiver Events, and other Community Events.

2. Drive continuous quality assurance and improvement, activities that emphasize person-centered and trauma informed service while maximizing the effectiveness of services delivered through the Aging Network.

This initiative will be embedded in each service, however the common theme throughout all of our services will be the monitoring that the AAA currently completes as well as the Client Satisfaction Survey that will be initiated in this Area Plan Cycle. Monitoring and Targeting are also completed during our application process as we require plans from all of our provider agencies and then monitor those plans during our assessment process.

3. Local Initiative (State Initiative 3) Increase public awareness and knowledge of caregiver needs, as well as resources and services available throughout the state of Illinois to promote, increased caregiver engagement in person centered, trauma informed, and evidence based programs and services. Midland works very closely with the Caregiver Advisor program to complete outreach events to increase the knowledge of the Caregiver program. We are members of both the Statewide Caregiver Coalition as well as our County Coalitions which have been in existence since the beginning of the Caregiver program in 2000. We are making trauma informed training a requirement of all of our providers this planning cycle. We are utilizing Trualta (an evidence based program) to assist caregivers in recognizing trauma and utilize a person centered approach to caregivers.

Quality Assurance and Grantee Monitoring Plan

Midland Area Agency provides on going monitoring of all providers in the PSA. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on-site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on-site review is completed semi-annually followed the next year by a desk review.

Historically the monitoring is completed by AAA staff in late summer and early fall so all are completed by September 30th the end of the Fiscal Year.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed. This policy is shared with providers during the application/extension process.

The provider is contacted to schedule a date for the evaluation that is convenient to both the AAA and provider. This is followed up with an email of confirmation and the evaluation tool is shared with the provider 14 days in advance so they are aware of what will be looked at during the program, fiscal, and administrative reviews. This tool is comprehensive and evaluates all of the requirements in the standards for each program and the policy and procedures set forth by the AAA as well as IDOA mandates. The tool has a place for corrective action plan if needed and the AAA follows up with that plan. In the event corrective action is required an additional on-site review is completed to assure all action has been taken.

In addition to the on-site and desk reviews monthly reports are received from providers to both program and fiscal staff. The program staff monitor the usage of the service and the fiscal staff monitor the spending of the funds for the service. These reports are then put together to develop a quarterly report to report to IDOA on the PPDSR as well as used internally to monitor the activities. If a provider is over or under spending we set up meetings to discuss what is happening and if a program is over or under is unit projections the same procedure is followed.

Following completion of an on-site assessment visit, the Coordinator or Fiscal Manager will conduct an exit conference with the service provider to discuss preliminary findings and possible corrective action.

Following the exit conference, the Program Coordinator or Fiscal staff shall write a formal assessment report and provide a copy to the Program Director and/or the Executive Director of the service provider agency within 45 days of the monitoring.

The Program Coordinator or Fiscal staff shall be responsible for conducting follow-up on a regular basis to determine whether the service provider is progressing satisfactorily in completing the activities of the corrective action plan. Corrective Action timeline will be determined by the severity of the compliance issue

The Area Agency does complete internal evaluations of the Direct Service Waivers we have. The same guidelines that are applied to our sub grantee's we apply to ourselves. The Executive Director is responsible for the completion of the internal evaluation.

Elder Rights Plan

The enhancement and protection of the rights, independence, and security of Older Adults is critical to their ability to live a quality life and maintain independence and dignity. The Area Agency has worked diligently over the years to strengthen its service provider network, service availability and team work with an array of professionals. This enables us to bring a senior in need every resource available to assist them in dealing with abuse, neglect, and exploitation and assists them in exerting their right to promote security and enhance dignity.

Each spoke of the Elder Rights wheel is included in our local needs assessment which is conducted every three years, as well as included in our Priority of Services and Unmet need assessment which is conducted annually.

The biggest change in the population as well as trends in service issues for APS is the addition of Self Neglect. The program was already in a growing pattern, but Self Neglect sent this sky rocketing. Nearly 50% of the cases reported for both those with a disability under 60 and those over 60 involve Self Neglect. These cases are always complex and many times require legal involvement, mental health systems, other local resources. These cases can be very time consuming and costly requiring the need to utilize EIS for each case. Self-Neglect cases are also extremely difficult and time consuming due to the philosophy behind the APS program of Self Determination.

The Ombudsman program in our area after being greatly impacted by COVID, was also effected by the retirement of the regional ombudsman, who had been in her position for several years and since her retirement, there has been some staff turnover as the agency has struggled to find her replacement. the training of a new regional ombudsman. According to the benchmark reports, the activities that were effected the most were the Facility Visits, Involvement in Family Councils, Education to the community and to the facilities, and also providing Information and Assistance to residents. The Ombudsman program in Area 09 has done did it's best to have cases in order to advocate for and work on behalf of the individual residents, despite the staffing issues. the COVID restrictions in the different facilities over the last FY. The Pioneer Coalition in Area 09, struggled to remain active but through virtual zoom meetings stayed connected. During this past FY, as reopening has been occurring, there have been some in person meetings , however the retirement of the longtime volunteer Coordinator in December 2023 has had somewhat of an impact. tried to remain active through zoom meetings since the beginning of the pandemic and the Ombudsman was involved in it as much as possible.

The population and trends for Legal services seem to be consistent. The major requests we get are for Legal, include Advance Directives, Wills, and Consumer Issues. Our legal provider is Land of Lincoln and they have a satellite office in Mt Vernon. Their main address is: 8787 State St, Suite 202, East St. Louis, IL 62203; phone number 1-877-342-7891 and the Carbondale office contact information is: 509 South University Avenue, 3rd Floor; Carbondale, Illinois 62901; phone number 1-618-457-7800. The Land of Lincoln Satellite office in Mount Vernon office contact information is: 1702 Broadway, Suite B.; Mt. Vernon, IL 62864 and their phone number there is 1-618-244-3924. Land of Lincoln also has additional Departments that will deal with Housing issues, divorces, as well as other issues. Guardianships are very difficult for our legal provider to complete due to cost and time as well as conflict of interest in many of the cases. The Land of Lincoln does assist in APS and Ombudsman cases and will make them a priority in other legal needs. The legal provider will go to homes and Nursing Homes to complete necessary paperwork when requested.

The AAA Coordinates with all three providers of Information and Assistance in the integration of OAA, IDOA and any other public/private options for our clients. The APS provider also is the provider of our Information and Assistance program. The Ombudsman program is our CCU. The legal appointments are completed at the Information and Assistance offices where an I&A Specialist screens and provides additional service either before or after the legal appointment is completed. Each entity is represented on the ADRC Steering Committee, as well as members of

the Caregiver Coalitions which meet locally within each of our counties. The AAA arranges for meetings and trainings as required under our contracts with IDOA. As all of the providers of these services are Title III providers as well, the AAA requires a Disaster Plan be in place. During the pandemic these plans were updated and service was provided in alternate methods including but not limited to phone interviews and drive through legal appointments in the parking lots of the I&A offices. The AAA deferred to the instructions given by IDOA in the cases of the APS and Ombudsman programs.

The APS provider is also a SHIP and SHAP provider and as stated previously all legal clients are interviewed and screened by an I & A Specialist so all benefits that they may be eligible for are explained to them. The Ombudsman Program agency is a SHIP provider as well as the CCU so all services are explained to any client the Ombudsman may see through the Pre Screening process prior to entering the Nursing Home. The AAA also conducts either a County specific training or a PSA wide training at least once a year where programs update what is going on so that information can be passed on to clients. These updates will include: Advocacy activities, outreach, availability of benefits counseling, eligibility changes, interagency linkages are in place with all of these agencies, public education events.

The Legal Provider in PSA 09 meets one on one privately with clients on the phone and follow up to sign papers if needed in person. During these interviews, the Attorney informs client of their rights under the law. If the need arises the Attorney will advocate for the clients, usually by referring to the appropriate entity either within Land of Lincoln or the Aging Network. The Legal provider is present at several out reach events including resource fairs and the AAA County Conversation where they spoke of their program in detail.

The Regional and Community Ombudsman in PSA 09 complete advocacy and resident rights activities on a daily basis. Through Regular Presence in facilities, residents are informed of their rights through brochures, posters, and one on one contact. In addition, Regional Ombudsman attends, resident and family councils to answer any questions or concerns that may come up that may lead to an advocacy issue. The Ombudsman Program is present at several outreach events including resource fairs and the AAA County Conversation where they speak of the program in detail.

The AAA has one legal provider who covers all 5 of the counties in PSA 09. The funding is limited and the agency does have income guidelines that they follow as part of their agency mission. This does limit the clients that this provider can take. They do have a pool of pro bono attorney that they utilize in helping with some of the cases that cannot be taken because of this. As stated previously, Advance Directives, Wills, and Consumer Issues are the vast majority of cases. APS and Ombudsman cases are given priority in service delivery. The Agency we use has many different divisions and if a person meets the income guidelines they are referred to the specialized division such as housing, utilities, and discrimination cases. Guardianship cases are a challenge because in most cases the APS and or Ombudsman are wanting a guardianship and legal is there to defend a persons right so many of these cases are handled in the private

sector. There is also the issue of cost, time, and conflict of interest on the part of the legal provider.

The AAA conducts yearly assessment on all of our providers including the legal provider. Unmet needs are collected and identified during this process as well as can be sent in with monthly reports. Staffing has been a challenge this last year due to several turnover in attorneys. Consistency has always been key to good service. The agency has always been in compliance with staffing.

There were no major changes in the service levels in general either with clients or funding from last year to this year. The pandemic had a major impact on service delivery as was discussed earlier, but alternate methods were developed. There are no emergency legal services in our PSA that would be a GAP in service. If a person is a Caregiver we have GAP funds available to be utilized or if a person is involved with APS, where EIS is used but otherwise there is no funding for emergency legal service. Currently we do not have a waiting list.

The Title VII funds are used for Elder Abuse training, are allotted first to meet expenses of the Elder Abuse Multi-Disciplinary Team in the amount of \$3,000 and the Fatality Review Team in the amount of \$546 as is required by the Illinois Department on Aging. An additional \$1,382 for training Provider staff members having responsibilities for the program. Funds are also used for training other entities like law enforcement officials, health care professionals, and I&A Specialists. Reimbursement is provided for all or part of the elder abuse provider agency staff expenses to attend Department on Aging sponsored trainings like the annual Adult Protective Services Conference or other training approved by the Department to meet training requirements for the program. The funding may also be used for maintenance of a toll-free line, obtaining alternate methods of communication as needed with clients, or other requests that may be approved by the AAA on a case by case basis that enhances the delivery of the Elder Abuse program.

Ombudsman funds in the amount of \$14,492 are used to assist in the Regional Ombudsman program in the Operational and Advocacy cost of the program. This includes any activities completed by the Regional Ombudsman in their role as an advocate on behalf of residence in any licensed facility and for the quarterly M Team. Midland Area Agency on Aging is also one of the Area Agencies who provides funds to the Ombudsman Program through the maintenance of effort funds in the amount of \$23,451.00 Title III B funds.

According to the funding letter the Ombudsman program will use \$2,081 for the Fatality Review Team as required by the Illinois Department on Aging.

Emergency Preparedness Plan

The Area Agency on Aging has an emergency disaster plan in place. We have also required all service providers to develop and maintain disaster plans to include working with local organizations, procedures

to follow in the event of a disaster, working with Federal and State officials, the local Civil Defense agencies, law enforcement and other community-based services. The Area Agency requests copies of the Provider Emergency plans during their application process, as well as during assessments/monitoring of the agency's programs. Each plan must address the continuity of operations within their own agency during a major disaster. The Area Agency attends local Emergency Management and Region meetings to aid in developing and refining these sections of the plans. In light of the recent pandemic and state of emergency due to COVID19 this plan has been updated and the relationships that have been built over the years has been strengthened. The Disaster Coordinator attended weekly call at the start of the pandemic to assure senior needs and issues were at the forefront. The Disaster Coordinator will continue to be part of these councils through the Fiscal Year 2025-2027 Area Plan Cycle. The local EMS councils rely on the expertise of the AAA to assist with the needs of our seniors in our PSA. This relationship is even stronger now. Emergency Management teams have developed additional training and has offered to give it to the AAA and local service providers. The Disaster Coordinator has had input on this training. When a disaster situation happens in our PSA, we check in with Provider agencies in our PSA, to see if clients have been affected. If we find there is an issue for an individual, or individuals, we would see if we can assist, and also inform the contact at the Department on Aging. This is done as needed, when a disaster of any kind, might take place. Steps would be taken to work with the local Emergency Management agencies, as they have many contacts they regularly work with to assist in these times. We welcome working with our Providers, the EMA, Red Cross, or any agency working to assist those in need. We would, and have worked with local Emergency Management Agencies in assisting with outreach and assistance to our senior service population. All agencies working together is good for everyone. We reach many people, and get them the assistance needed by working together. The Disaster Coordinator has requested in recent years, that local Provider agencies join local EMA's as members to promote all working together. Many of our Provider agencies have joined these local EMA meetings, making a stronger team. The EMA's offer trainings in our PSA and offer our part in that, along with assisting us in setting up local events and even the delivery of shelf stable meals, if assistance is needed. A training was given in PSA 09 on Access and Functional Needs Preparedness Planning for Rural Communities. We had local providers and community organizations attend this training. More trainings can be planned for the future as well. The EMA groups include members from local hospitals, health departments, Provider agencies including Opportunities for Access, American Red Cross, Fire Departments, Police Departments, etc. The Area Agency is a member as well. Being part of this group assists us in making plans in the event of a disaster and getting assistance in those plans. The Provider agencies and the Area Agency being part of the EMA's in our counties has proven valuable to the knowledge and planning for disasters.

The Area Agency in the event of a disaster of any type, checks in with all area Provider agency contacts in the event that a client would need any assistance. We report to the Department on Aging on whether we have any needs in our PSA and this is something all of our provider agencies expect, when any type of emergency comes up. It is a system where we work together to make sure everyone is alright, and assist where needed, and report that information to IDOA.

The Area Agency has been asked to assist during emergencies in our PSA, and that was done to include those receiving services through the Older American's Act. We were able to assist in seeing that those receiving services through the Department on Aging, were checked on, and taken care of. Being part of the Emergency Management process opens doors for all community agencies to be included, reaching as many clients as possible.

As mentioned before, part of its monitoring, the Area Agency conducts reviews of service providers disaster plans and provides technical assistance when needed. Each service provider's disaster plan is reviewed to assure updated written coordination agreements with Emergency Services Disaster Agencies, community based voluntary relief groups, law enforcement, and local community-based

organizations are in place. As part of this review, the Area Agency will add to its current monitoring tool a section on the agency's activities to insure persons with functional needs are addressed. In recent years the Area Agency requested all Providers to look over their Disaster Plans, and update them. The agencies Disaster Plans has always been part of our assessment process. Since Covid 19, is when they were asked to look over their plans and update them. We do request that these plans are also submitted during our application process. Provider agencies included are Nutrition Providers, Legal, Transportation, APS, I&A, Caregiver and Opportunities for Access serving persons with disabilities, etc in PSA 09.

The Area Agency has in place MOU's that include mutual aid agreements to other Area Agencies and to the American Red Cross, EMA, and other disaster relief organizations. It is important that in an emergency information to identify and reach clients especially those with impairment or functional needs be available to first responders. With IDOA, the Area Agency will create a system to give the necessary information: name, address, phone number, emergency contact number and special conditions or needs to local authorities so that they can reach the most-needy as soon as possible. However, confidentiality and HIPPA laws have to be taken into consideration with this system.

The Area Agency has instituted a disaster calling tree to notify all staff of a disaster in the area and to stay in contact with local service providers assessing the situation on site. The Area Agency has a designated Disaster Coordinator who begins the process, assesses the severity, need, works with the service providers, and reports to the Illinois Department on Aging's Disaster Coordinator after disasters. In addition, each staff person has been issued the proper equipment to continue to do their jobs in their homes in the event of a disaster. As long as the disaster does not affect the internet in a particular location staff can continue to communicate via zoom and/or cell phone conferences. This applies not only to staff but our Board of Directors. During COVID19, communications continued between staff, board, and IDOA in a non-face to face manner. This will continue to be an option during the Fiscal Year 2025-2027 Area Plan Cycle.

If the activation of the disaster plan is required, on site advocacy on behalf of older adults is conducted by the Area Agency in conjunction with service providers in the disaster area. Identification of older adults in need of services, shelter, food and other provisions is conducted. Midland Area Agency on Aging works closely with service providers and with ESDA, Federal and state agencies, and community organizations to assure that older adults affected are served. They also help through the processes of recovering losses, finding temporary shelter, permanent housing if necessary, and providing them with necessary items for sustaining them during recovery. The Area Agency monitors the progress through assessment of the situation and by following up with providers including, but not limited to, on site information and assistance. In the case of a catastrophic disaster or Presidentially declared disaster, the Area Agency will assist providers in advocating for seniors with the Federal and Illinois Emergency Management Agency and the Red Cross to assure all benefits are received. Special attention and priority will be given to seniors with functional needs in both assessment and provision of services. The Disaster Coordinator will be the lead person in this event and will work with the identified persons at each of our providers as well as the Disaster Coordinator at IDOA. Assistance will be offered through our community focal points (I&A units) to seniors, survivors, caregivers on the availability of services and resources that area available during the disaster. The AAA staff and provider staff will work to disseminate all information regarding the status of the disaster and including but not limited to shelters, food, and road closures.

In the case of health-related pandemics, the Area Agency on Aging will work with the IDOA Disaster Coordinators, IDOA Regional Coordinator, the IDPH, Local Health Departments and the Governor's Office to provide necessary education, publicity, or services as directed by the lead agencies.

In FY 20 the Emergency Preparedness Plan took on a whole new meaning. Our network, along with the whole state was abruptly shut down and life and services as we knew them ceased to exist. It has

taken a team of dedicated people to get services in many nontraditional forms to seniors. We are proud of the response time of the staff at the AAA and Providers in PSA 09 and appreciate the support of IDOA especially our RC during these times.

Due to the pandemic, first and foremost, the Nutrition Program was a priority. Overnight our Congregate sites were closed and all of those clients became Home Delivered Meals clients. New routes were developed as well as a system for clients to safely drive through and pick up their meals if they wished. Nontraditional no contact delivery methods had to be developed quickly. We worked with local Health Departments and IDOA to get approval for these types of deliveries as in the past they would not be allowed. Coolers were purchased so meals could be left at the door and the volunteer could knock and step back so that the client could come get the meal. In addition, multiple meals as well as shelf stable meals were provided in the event that there is a time we cannot make it to a client's home. We had enough volunteers step up to help and there has never been a waiting list in our PSA. However, it was at this point we realized the importance of having shelf stable meals for every home delivered meal and congregate meal participant. The AAA has made it mandatory in the provider grant, that a minimum of 5 shelf stable meals must be purchased and tracked for each meal both congregate and home delivered meal participant. These meals will be replenished upon expiration or use of the meal. Although food took priority, the rest of our services simultaneously changed quickly from in person services to remote services. Our Information and Assistance specialists quickly started making wellbeing checks via phone with their clients to make sure their basic needs were being met and arranged for delivery services, if available as well as linked them to services that were still available. The Caregiver Advisor was in touch with all of their Caregivers and in many instances increased Respite hours to cover additional needs. Legal services were conducted via phone to finish started services. Transportation providers assisted with the delivery of Home Delivered meals as well as emergency appointments with safety measures implemented. The Ombudsman program was in touch with Nursing Homes to see how they could assist immediately. The Adult Protective Services Program and Care Coordination Units converted their services via phone. The Friendly Visiting program provided services via phone.

As time has gone on, we have refined some of these services. Many are still being completed via phone, however no contact systems have been developed such as drop off box and items being mailed back after service is completed. Drive through systems are being developed to complete paperwork without the client leaving their cars. The AAA and Service Providers can continue to conduct meetings via zoom and conference calls along with having them in person. The AAA has offered virtual services to clients although very few have been receptive to this avenue. The AAA and Service Providers have set up in home offices due to the Pandemic. This continues to allow us to work from home if needed, or in the event there would be any other type of disaster. The AAA and Providers have obtained PPE equipment through partnerships with FEMA, IDOA, local health departments, and our local EMA. As stated before, the AAA Disaster Coordinator has been and will continue to work closely with the EMA in our local PSA. She is a standing member on of the councils and has been involved not only in the COVID19 pandemic, but other disasters as they have happened. We purchased additional PPE for the office to safely provide services face to face. This was and would be used during times of an emergency, like the pandemic, when it was/is deemed by our Board of Directors to close or reopen doors to the public. Specific detailed Policy and Procedures have been written and will be approved by the Board of Directors and IDOA before we will reopen after an emergency.

During the last two years the agency has been included and participates in calls with local EMA's in joining in the National Weather Service conference calls regarding severe weather on potential severe systems. This has been beneficial in sharing information with the Provider network when necessary. Two of our EMA's in PSA 09 cover most or all of our service area and include us in these calls, and emails pertaining to severe weather. This information is shared within our network. One of the NWS is through Lincoln, IL and the other NWS is through Paducah, KY.

During or after any emergency, the AAA will continue to collaborate with local community partners including local forms of government especially local health departments and emergency management agencies to identify relocation facilities as demanded during a disaster and then to safely reintegrate our population safely back in to the community. We will also continue strengthening these partnerships in the event of another

Appendix D Forms

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: ADRD GAP Filling

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Planning and Service (State) Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

The Supportive Gap Filling service is based on a consumer directed model which provides limited funds that persons with dementia and/or their primary caregivers may spend on services and supports that enhance their ability to live in the community.

Persons with dementia and/or their primary caregivers may use funds to purchase goods, supplies, or items to meet their needs. The purchase of goods, supplies, or items for primary caregivers must be related to their caregiving role to the person with dementia. The Supportive Gap Filling service will also recognize that caregivers are likely to have a major responsibility in decision-making and management of the service.

The Supportive Gap Filling service can be used to pay for adult day care, behavioral health assessment and intervention, home health care, respite care, companion care and short-term care in health facilities, wanderer alarm systems, and wanderer identification and location services and other gap filling needs (e.g., goods and supplies, home modifications) of persons with dementia and their primary caregivers. In addition, these funds may be utilized for Respite Services.

Supportive Gap Filling service are services designed to keep the senior in their homes or the home of a caregiver thereby delaying institutionalization.

A unit of service is the service or product purchased with these funds

Eligibility:

Any person with Alzheimer’s disease or a related dementia or their primary caregiver, regardless of age, is eligible for Supportive Gap Filling services.

- **Person with Dementia (PWD)** - the person with diagnosed or undiagnosed Alzheimer’s disease or a related dementia. Related dementias include: Vascular Dementia, Dementia with Lewy Bodies, Frontotemporal Dementia, Parkinson’s Dementia, Normal Pressure Hydrocephalus and Creutzfeldt-Jakob Disease.
- **Primary Caregiver** - the person who provides the most care of a person with dementia or who is responsible for directing and managing the care of a person with dementia. This definition refers to informal caregivers, such as family or friends, NOT formal caregivers, such as paid healthcare professionals.

Additionally, individuals participating in the Supportive Gap Filling service must reside or will reside in the PSA of the AAA.

Note: Supportive Gap Filling funds can be used if a person with dementia will be moving to the PSA to reside closer to the primary caregiver. The use of such funds may be necessary for the person with dementia to remain living in the community.

The Supportive Gap Filling is administered by the Caregiver Advisor Program

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- | | | | |
|-----------------|-----------------|-----------------|-----------------|
| Choose an item. | Choose an item. | Choose an item. | Choose an item. |
| Choose an item. | Choose an item. | Choose an item. | Choose an item. |
| Choose an item. | Choose an item. | Choose an item. | Choose an item. |

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. As part of the Caregiver Advisor program ADRD Gap will be discussed at the County Conversation, but in addition is promoted at local Caregiver Coalition meetings held in each county, Dementia Friendly Communities, the Caregiver News Letter, as well as other speaking engagements such as Chamber, Rotary, and other local Clubs.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2)

Midland Area Agency provides on going monitoring of all services in the PSA including ADRD GAP. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, any funds spent under the ADRD GAP is approved by the Program Coordinator prior to any purchase.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3)

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the ADRD GAP filling program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity,

gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

All FY 2025 applications/extensions including included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

All of planning and service area 09 is rural. Therefore, all services were targeted to older individuals residing in rural areas.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$2,450	3	5	\$490.00
Effingham	\$4,900	8	10	\$490.00
Fayette	\$2,450	3	5	\$490.00
Jefferson	\$4,900	8	10	\$490.00
Marion	\$4,900	8	10	\$490.00
Total PSA	\$19,600	30	40	\$490.00

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Aging Mastery

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- D Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Aging Mastery is a comprehensive and fun approach to living that celebrates the gift of longevity. Central to the Aging Mastery philosophy is the belief that modest lifestyle changes can produce big results and that people can be empowered to cultivate health and longevity. This program meets the High Criteria for Evidence Based Programs by effectively improving the health and well-being and reducing disease. This program has been proven effective with older adult population and was published in a Journal by Temple University and is available in several community sites.

Equally important, the program encourages mastery—developing sustainable behaviors across many dimensions that will lead to improved health, stronger financial security, enhanced well-being, and increased connectedness to communities. The path to mastery is entirely individual. Individuals set their own goals and create their own pathways to these goals, opening the door to autonomy and purpose in the process. We are living longer. Are we living better? Why is Aging Mastery Important? Life expectancy has increased dramatically over the past 50 years, yet societal expectations of older adults have changed little. Also, people are generally unprepared for this increased longevity. Aging Mastery guides individuals through this phase of life. The suite of products incorporates evidence-informed materials with inspiration and small nudges to give people the skills and tools they need to achieve measurable improvements in managing their health, remaining economically secure, and contributing actively in society. All materials and resources align with the goal of helping people enjoy self-sufficient lives.

The 10-class program encourages individuals to create their own playbook for aging well. In this program, individuals set goals for positive actions in many aspects of their lives such as exercise, nutrition, finances, advance care planning, community engagement, and healthy relationships. Aging Mastery Starter Kit Our new, self-guided version of AMP combines education with engaging activities to inspire and help people take actions to achieve autonomy, mastery, and purpose as they age. The kit contains the Aging Mastery Playbook, two exercise DVDs, activity cards, a notepad for personal reflection and goal-setting, and postcards to express gratitude. Unit of Service is a session per participant

Unit of Service is a session per participant

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend

as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Aging Mastery Program will be discussed during this event.

In addition Aging Mastery is offered and promoted at Nutrition Sites. Information is also distributed to the Caregiver Coalitions, hospitals, health departments, and other service providers.

Aging Mastery will be highlighted at the counties it is offered in during these County Conversations.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers including in the PSA including Aging Mastery Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Aging Mastery program and monitoring of usage is completed through this avenue. Meetings are held as needed with Aging Mastery staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3
N/A

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including Aging Mastery of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA,

however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Aging Mastery FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Aging Mastery Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

All of planning and service area 09 is rural. Therefore, all services were targeted to older individuals residing in rural areas.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$396	10	100	\$3.96
Effingham	\$396	10	100	\$3.96
Fayette	\$996	20	200	\$4.98
Total PSA	1788.00	40	400	\$4.47

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

There has been no interest from any providers in Marion and Jefferson Counties to provide Aging Mastery. The last RFP was completed in Fiscal Year 2023 and is completed on a 3 year cycle. The next time it is scheduled to go out for bids is Fiscal Year 2026 hopefully there will be more interest.

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: BingoSize

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- D Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Over 13 million adults 65 years of age and older will fall this year resulting in over \$50 billion in health care costs. The good news is effective health promotion programs can help reduce falls. The bad news, adherence and retention are typically less than 50% because older adults believe exercise programs are painful and not very much fun. To address this problem, Dr. Jason Crandall created Bingocize®, a socially engaging group-based program that combines exercise, health education, and the widely popular game of bingo. Our research team successfully tested Bingocize® and found over 90% of older adults were retained over the course of the 10-week program PLUS they significantly improved physical, social, and mental health. Bingocize® is delivered live by a trained lay leader either face-to-face or using the Bingocize® web-based app. With critical endorsements from the United States Administration for Community Living and Department of Agriculture it meets the criteria as a highest level evidence based program. It has been shown to improve lower and upper body strength, balance, and range of motion. It improves social engagement thus reducing social isolation and improves some aspects of cognition. It also provides education about fall risks and reduction as well as proper nutrition and it is all done in a fun atmosphere. Bingo has been a long standing favorite of seniors and this is the perfect program to provide fun, education, and exercise.

Unit of Service is a session per participant

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County.

BingoSize will be highlighted at the counties it is offered in during these County Conversations.

In addition BingoSize is offered and promoted at Nutrition Sites. Information is also distributed to the Caregiver Coalitions, hospitals, health departments, and other service providers.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including the BingoSize Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the BingoSize program and monitoring of usage is completed through this avenue. Meetings are held with BingoSize staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

N/A

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including BingoSize Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

BingoSize FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

BingoSize Assessments of FY 2024 funded service providers were conducted which include pertinent

questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

All of planning and service area 09 is rural. Therefore, all services were targeted to older individuals residing in rural areas.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$666	20	40	\$16.65
Effingham	\$667	20	40	\$16.68
Fayette	\$667	20	40	\$16.68
Jefferson	\$2,000	20	40	\$50.00
Total PSA	\$4,000	80	160	\$25.00

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

BingoSize was offered in Marion County a provider accepted it at the beginning of ARPA funding. After two years of working with the provider they decided they could not do the program. We offered to the provider that was doing other evidence based programing this program to add to Clay, Effingham, and Fayette counties and they accepted. The AAA does not have the staff to provide this service in Marion County. This service will be up for RFP in Fiscal Year 2026.

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Case Management

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Caregiver Support (State) Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):
Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Midland Area Agency has expanded its Caregiver Advisor program to include the T Care Assessments. This evidence program is accepted by ACL and has been encouraged by IDOA as a means to assist caregivers identify what resources they need and the amount of Caregiver burden and or stress they are experiencing.

Midland has been implementing this process for 3 years, and the collection of data is just now enough to do some true evaluation. So far, the data indicates that the assessment and care planning is delaying or preventing institutionalization of the Care receiver by reducing the stress of the Caregiver. The funding through the new GRF money for Case Management will give us the mechanism we need to see exactly how many caregivers are being reached and helped.

The T Care system fits into a Case Management style of service because it includes assessment, resource development, care planning and follow up. This type of Case Management is significantly different from the Case Management program that IDOA currently funds through the Case Coordination Unit as the Client in this program is the Caregiver. In addition, our Caregiver Advisor Program and the CCU are two different agencies.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):
Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County.

T-Care will be highlighted at the counties it is offered in during these County Conversation. In addition, the provider staff are also present at several community events including but not limited to legislative health fairs, Rotary, and other community organizations.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Enter text for Statewide Initiative #2

Midland Area Agency provides on going monitoring of all providers in the PSA including the Case Management Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Case Management program and monitoring of usage is completed through this avenue. Meetings are held with I&A staff and AAA staff to discuss changes and provide training as needed. Meetings are also regularly held with the Administrators of T-Care to monitor if the program is capturing the data needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

[Click or tap here to enter text.](#)

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta
- T-Care (Case Management)
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance

- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website. Information and Screening for the T-Care Assessment is also available on the AAA website. Midland was one of the first agencies to join the T-Care program and has seen its data grow over the years. Identifying the stress burden has assisted in developing care plans that has delayed institutionalization of Care Receivers.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the Case Management Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Case Management FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Case Management Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

All of planning and service area 09 is rural. Therefore, all services were targeted to older individuals residing in rural areas.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$1240	5	15	\$82.66

Effingham	\$3520	20	60	\$58.66
Fayette	\$1240	5	15	\$82.66
Jefferson	\$4100	25	75	\$54.66
Marion	\$4100	25	75	\$54.66
Total PSA	\$14,200	80	240	\$59.16

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D:

SERVICE JUSTIFICATION FORM**PLANNING AND SERVICE AREA:** PSA 09**SERVICE NAME:** Congregate Meals

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- C1 Planning and Service (State) Community-Based Equal Distribution (State)NSIP

DIRECT SERVICE: Yes No Partial (Service provided directly by AAA and AAA-funded service providers)**DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):****BRIEF SERVICE DESCRIPTION:**

A congregate meal is a nutritious meal provided to a senior in a congregate setting.

Congregate meals programs have been operating in the area since 1974 and was the first community service established under the Older Americans Act. Title III C1 of the Older Americans Act provides a separate and distinct funding stream for congregate meal provision.

Studies have been conducted related to the malnutrition of the elderly and the need for a better diet. Other research indicates that socialization is directly related to maximizing the continued health of older persons. Socialization provided by congregate meal sites offer the opportunity to meet with other older adults, enjoy a meal in the company of others, and stay active.

The Pandemic and the forced closure of these sites has proven just how important they are. The Stay at home Order and the switch from a Congregate Meal to a Home Delivered Meal has been life changing. Those that could pick up a meal during this time have had some contact with others as congregate sites set up activities in the parking lots of the drive through meals. Sites are currently under development to reopen but with caution. The Sites are struggling with how to provide a safe environment for a vulnerable population to come in and safely enjoy the meal and company they once knew.

Prior to the Pandemic, some sites had low attendance and programs to bring in younger seniors (60-75) were trying to be planned. At this point getting everyone back will be a challenge. That will be the ultimate goal this Area Plan Cycle is to reintegrate seniors back to the congregate sites.

The Area Agency on Aging Provider agencies complete implementation of the person centered approach to providing meals to individuals as well as diet options to meet cultural, ethnic, and religious needs and to provide medically tailored meal in their one-on-one meal sign-up process with all individuals. PSA 09 Providers complete assessments with each client by using the Illinois Department on Aging's Nutrition Referral/Assessment for Home Delivered Meals as well as the IDOA Registration for Congregate Meals. Both of these registration forms include information on many aspects of the individuals needs, including

their nutrition risk, and whether they are considered at High Nutrition Risk, or if they would require any type of a special diet, client food sources, food allergies and/or Dietary Restrictions on the Congregate form, as well as the HDM form which also includes information on Activities of Daily Living, and additional information on the persons ability to care for themselves. This information is collected to assist the individual in all areas, as well as any additional needs they might have. The Provider agencies also use the IDOA Nutritional Risk & Your Health Brochure, to give them each a copy of the results of the Nutritional Health Questionnaire for them to keep and to take to their Doctor appointment with them to better understand their nutritional score and the importance of knowing the warning signs suggest risk, but do not represent a diagnosis of any condition. It is best to check with their physician and share the information.

If a participant needs a special diet of Low Sodium, Renal, Vegetarian, General and Diabetic, etc, it is best to first check with their physician and the special diet they might need can be discussed first with their doctor and plans can then be made through the nutrition program. If a requested diet is not available through a nutrition program, a contract can be, and has been worked with, through a local hospital.

Unit of Service is the meal that is served.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Diabetic Low Sodium Vegetarian General
 Renal Choose an item. Choose an item. Choose an item.
 Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County.

Congregate Meal Program will be featured at this event. The staff of the congregates sites also promote their programs through fund raisers, news letters, health fairs and other community events.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including the Congregate Meal Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Congregate Meal program and monitoring of usage is completed through this avenue. Frequent meetings are held with Congregate staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

The Caregiver Advisor visits and holds events at the Congregate sites throughout the PSA.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the Congregate Meal Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Congregate Meal Program FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Congregate Meal Program Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$16,200	40	1,500	\$10.80
Effingham	\$121540	300	10,000	\$12.15
Fayette	\$54000	120	5,500	\$9.82
Jefferson	\$112552	40	3000	\$37.51
Marion	\$140639	200	10,000	\$14.06

Total PSA	\$444931	700	30,000	\$14.83

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Counseling

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- E Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Enter text for Service Description

Counseling for Caregivers of older persons is an integral part of providing support and assistance to those who find themselves in the position of caring for frail older adults. The stress of caregiving affects the health and well being of caregivers which in turn affects the quality of the care that is given to the receivers of care.

Exhaustion accompanied by guilt, frustration, anxiety and/or depression are sometimes exhibited by caregivers isolated and confined by their caregiver responsibilities. Observing the declining health of the care receiver can also lead the caregiver to feelings of inadequacy. In some cases, there is the need for assistance in managing the care and support counseling.

Counseling is one component of the caregiver Advisor Program. The Caregiver Advisor works under the supervision of a certified mental health professional and provides informal support to the needs of older persons and their caregivers. The Caregiver Advisor is available full time having regular presence in each of the five counties of the planning and service area as well as for appointments outside of normal working hours to accommodate the schedules of caregivers needing assistance.

Short term counseling and advice can be of significant assistance in some cases. An objective view of family dynamics which often accompany caregiver stress is helpful to sorting through the myriad of problems that may face caregivers and other family members.

The Caregiver Advisor is accessible through the Resource Centers in each county of the planning and service area through referral and by direct contact or via the telephone. The program is also directly accessible through the Area Agency website and the Caregiver Advisor agency website.

Unit of Service is a session per participant

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the

Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Caregiver Advisor will discuss the Counseling portion during her presentation. The Caregiver Advisor also hosts and attends many events in all 5 counties and discuss all parts of the program including Counseling.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including Counseling. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Counseling program and monitoring of usage is completed through this avenue. Meetings are held with Counselling staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling

- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies the Counseling Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Counseling FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Counseling Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$2648	50	100	\$26.48
Effingham	\$2650	50	100	\$26.50
Fayette	\$2648	50	100	\$26.48
Jefferson	\$4200	75	200	\$21.00
Marion	\$4200	75	200	\$21.00
Total PSA	\$16,346	300	700	\$23.35

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Friendly Visiting

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Planning and Service (State) Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Enter text for Service Description

Friendly Visiting is defined as: Regular visits by staff or volunteers to socially and/or geographically isolated individuals for purposed of providing companionship and social contact with the community. The program is for older persons who are often unable to leave his/her own residence, if at all, and who has few to no friends family, or neighbors that can visit them.

Social isolation and loneliness are associated with many adverse health conditions such as depression, cardiovascular disease, cognitive impairments and even mortality.

Seniors who feel lonely and isolated are more likely to report also having poor physical and/or mental health, as reported in a study using data from the National Social Life, Health, and Aging Project. Connecting seniors with the Friendly Visiting Program, is one way to combat feelings of isolation.

Midland Area Agency will continue to partner with Retired Senior Volunteer Program (RSVP) through a current provider for this service.

A procedure is in place to make sure the recipients of this program are safe. If a person does not either answer their door or phone at the designated time of the appointment, the emergency contact will be contacted to check on the client.

The UCLA Loneliness Scale will be utilized with the participants of this program to measure the effectiveness of reducing Social Isolation.

Midland will coordinate with this program and clients to make sure they are on the list to receive the Social Isolation Bags therefore creating another well being check for these clients.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each

of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. Friendly Visiting will be discussed during this event. In addition the provider of this services attends many community functions such as health fairs, speaks at community organizations, as well as attends the Caregiver Coalitions and shares information about this program.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including the Friendly Visiting Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Friendly Visiting program and monitoring of usage is completed through this avenue. Meetings are held with Friendly Visiting staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

N/A

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including Friendly Visiting staff of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Friendly Visiting FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Friendly Visiting Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$2,000	10	500	\$4.00
Effingham	\$3,500	15	600	\$5.83
Fayette	\$3,500	15	600	\$5.83
Total PSA	\$9,000	40	1700	\$5.29

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Friendly Visiting was added with Social Isolation funding. The three counties that currently provide the service also have RSVP with a pool of volunteers that they partner with. Jefferson and Marion Counties do not have this resource and the funding is so small that expansion is not an option at this time.

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: GAP FILLING

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Caregiver Support (State) Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):
Enter text for Justification

BRIEF SERVICE DESCRIPTION:

GAP filling services are supplemental services that we would like to provide to Caregivers of older adults. Currently the AAA offers GAP filling services through ADRD. The demand has been overwhelming and if the requests continue as they are the ARPA funding will be utilized in the first year and the ADRD is limited to those caregivers providing services to care receivers with dementia only . The AAA proposes expanding this service to be offered to all Caregivers caring for Older Adults with multiple health issues with new GRF funding. . The impact we have seen with the ADRD and ARPA Gap Funding has been phenomenal for our Caregivers. The targeted but not limited domains we will utilize will be:

- Assistive Technology/Durable Equipment/Emergency Response
• Consumable Supplies
• Home Modifications/Repairs
• Housing Maintenance
• Emergency Respite

These services will be provided on a limited basis to complement the care provided by caregivers.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):
Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Caregiver Advisor will discuss the GAP filling portion during her presentation. The Caregiver Advisor also hosts and attends many events in all 5 counties and discuss all parts of the program including GAP Filling.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including GAP filling. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the GAP program and monitoring of usage is completed through this avenue. GAP Filling requests are also approved by AAA program coordinator prior to purchase.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff. Training will be provided to any provider who is below an 80% on the survey.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3)

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance

- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including GAP Filling program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

GAP Filling FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

GAP Filling Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$2964	2	3	\$988.00
Effingham	\$3582	3	4	\$895.50
Fayette	\$6546	5	5	\$1309.20
Jefferson	\$10937	10	14	\$781.21
Marion	\$10937	10	14	\$781.21

Total PSA	\$34,966	30	40	\$874.15

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 **SERVICE NAME:** Home Delivered Meals

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- C2 HDM (State) NSIP Choose an item.

DIRECT SERVICE: Yes No

Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Home delivered meals area critical to enabling isolated and frail seniors to remain independent in their homes for as long as possible. As the senior population continues to increase in the 75+ groups so does the need for home delivered meals.

During the last Area Plan cycle, great effort was made by the service providers in the planning and service area to make home delivered meals available to all eligible residents throughout the PSA. This was accomplished in large part due to an increase in the state GRG and ARPA funds for Home Delivered Meals. The Nutrition Providers have eliminated waiting lists and have not reduced any serving days.

The Nutrition Programs in PSA 09 are housed within larger agencies. Two are housed in CAP agencies and one is housed in a Community Mental Health Agency. In the past these agencies have helped support the Nutrition Programs. As funding has changed for all Social Service agencies, these agencies are unable to continue this practice. As costs continue to rise in food, gas, minimum wage, and other required items to meet the standards of this program, the ability of the umbrella agencies to infuse money into the program is questionable.

With the state being fully reopened from the pandemic, Reassessments are being completed to assure all persons receiving meals are eligible. All clients receive 5 shelf stable meals and special diets are offered.

The Area Agency on Aging Provider agencies complete implementation of the person centered approach to providing meals to individuals as well as diet options to meet cultural, ethnic, and religious needs and to provide medically tailored meal in their one-on-one meal sign-up process with all individuals. PSA 09 Providers complete assessments with each client by using the Illinois Department on Aging's Nutrition Referral/Assessment for Home Delivered Meals as well as the IDOA Registration for Congregate Meals. Both of these registration forms include information on many aspects of the individuals needs, including their nutrition risk, and whether they are considered at High Nutrition Risk, or if they would require any

type of a special diet, client food sources, food allergies and/or Dietary Restrictions on the Congregate form, as well as the HDM form which also includes information on Activities of Daily Living, and additional information on the persons ability to care for themselves. This information is collected to assist the individual in all areas, as well as any additional needs they might have. The Provider agencies also use the IDOA Nutritional Risk & Your Health Brochure, to give them each a copy of the results of the Nutritional Health Questionnaire for them to keep and to take to their Doctor appointment with them to better understand their nutritional score and the importance of knowing the warning signs suggest risk, but do not represent a diagnosis of any condition. It is best to check with their physician and share the information.

If a participant needs a special diet of Low Sodium, Renal, Vegetarian, General and Diabetic, etc, it is best to first check with their physician and the special diet they might need can be discussed first with their doctor and plans can then be made through the nutrition program. If a requested diet is not available through a nutrition program, a contract can be, and has been worked with, through a local hospital.

Even with the increase in funding, Midland AAA monitors this program closely to assure that the service delivery is at full capacity, and work with providers to come up with ideas to prevent a waiting list. The AAA will continue to work closely with the providers t assist and to assure that meals are delivered to those in need

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Vegetarian Diabetic Low Sodium Renal
General Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Home Delivered Meal program will be discussed at this event by our Nutrition Projects. In addition, The Nutrition Projects reach out to hospitals, Long Term Care Facilities, and MCO to educate on their program. They also participate in other community events such as health fairs.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including the Home Delivered Meal Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Home Delivered program and monitoring of usage is completed through this avenue. Quarterly meetings are held with Home Delivered Meal staff and AAA staff to discuss changes and provide training as needed. The AAA Program Coordinator also attends the local Nutrition Advisory Councils to monitor what is going on at each agency.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):
Enter text for Statewide Initiative #3

A flyer about all of the Caregiver Programs will be developed and distributed to all Home delivered Meal clients.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including Home Delivered Meal Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Home Delivered Meal Program FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Home Delivered Meal Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences given to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$83499	150	14,200	\$5.88
Effingham	\$332456	500	56,200	\$5.92
Fayette	\$111406	200	18,300	\$6.09
Jefferson	\$376746	300	33,100	\$11.38
Marion	\$460625	650	55,200	\$8.34
Total PSA	\$1364732	1,800	178,000	\$7.66

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D:

SERVICE JUSTIFICATION FORM**PLANNING AND SERVICE AREA:** PSA 09
ASSISTANCE**SERVICE NAME:** TITLE III B INFORMATION AND**SERVICE FUNDING TYPE:** Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III-B Planning and Service (State) Community-Based Equal Distribution (State) Choose an item.

DIRECT SERVICE: Yes No Partial (Service provided directly by AAA and AAA-funded service providers)**DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):**

Click or tap here to enter text.

When Midland Area Agency on Aging procured for Title III B Information and Assistance for Fiscal Year 2023 we received no letters of intent to provide the service. We reached out to community agencies including SWAN and Heartland who do our other I&A services and no one would do the service.

According to the Older American's Act, Information and Assistance must be available and consistent throughout the area. Midland Area Agency maintains a full time Title III B Information and Assistance Specialist which was a requirement prior to having to do this program as a Direct Service. We procure services every three years so this process will be repeated in Fiscal Year 2026.

Information and Assistance is the focal point of our network. It is usually the first stop for an older person, their caregiver, or a person with disability to find out about the Aging Network and all the services available within the County. It is one of our ADRC core partners. Staying up to date on resources, precautions, and vaccine information has been critical. This pandemic brought a new group of seniors to our door step and usually the first point of entry was the I&A program.

Midland Area Agency is located in Centralia which is in Marion County. We currently have staff trained in SHIP, SHAP, Options Counseling, and are an ADRC No Wrong Door, as well as many other programs. We have hired a full time additional person and trained them in all of these programs. Local agencies currently are referring their clients to our agency. The demand for Information and Assistance has continued to increase. The Benefits Access program continues to grow, the growing Caregiver Program, the development of the No Wrong Door Approach, and the expansion of MCO in our area is increasing our information and referrals from many Aging and Disability agencies. Midland Area Agency is already on the front line of all of these programs. The addition of Title III B Information and Assistance has been streamlined effectively into our agency for Marion County has proven to be the most cost effective answer.

BRIEF SERVICE DESCRIPTION:

Information and Assistance is the corner stone and focal point of our network. It is the first stop for an

older person, their caregiver, or a person with disability to find out about the Aging Network and all the services available within the County. It is one of our ADRC core partners.

Local agencies are currently funded to provide I&A services, an office is available in each of our counties to make it easier for older persons, caregivers, and person with disabilities to receive assistance. The demand for Information and Assistance has continued to increase. The Medicare Part D, the Benefits Access program, the growing Caregiver Program, the No Wrong Door Approach, the Managed Care organizations, and Covid vaccine education in our PSA is increasing our information and assistance requests.

The Program Activities includes but is not limited to:

- SHIP services
- SHAP services
- MIPPA services
- AIRS information and training
- Options Counseling
- Information Only
- Information with Assistance
- Referrals and Linkage to Agencies
- Follow up with clients to make sure services are obtained

Although our system still emphasizes face to face and/or telephone assistance with customer service, we also maintain a computerized data base which is accessible on the internet to anyone seeking information regard services in the area. Linkages to other web sites are included and more are being added continuously. The area agency updates the information at least annually. In addition, the Area Agency has access and maintains the local information in the statewide data base through Agingls Illinois Aging Services. All Information and Assistance Specialists have access to this program.

A Unit of service for I&A is a contact with a client.

Enter text for Brief Service Description Here

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- | | | | |
|-----------------|-----------------|-----------------|-----------------|
| Choose an item. | Choose an item. | Choose an item. | Choose an item. |
| Choose an item. | Choose an item. | Choose an item. | Choose an item. |
| Choose an item. | Choose an item. | Choose an item. | Choose an item. |

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Information and Assistance program will be featured at this event. In addition, the provider staff are also present at several community events including but not limited to legislative health fairs, Rotary

and other community organizations, participation in Caregiver County Coalition meetings, as well as other community advisory boards.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Click or tap here to enter text.

Midland Area Agency provides on going monitoring of all services in the PSA including the Information and Assistance Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the I&A program and monitoring of usage is completed through this avenue. Quarterly meetings are held with I&A staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers hospitals, CCU's, APS, and most importantly Family Caregivers. The Information and Assistance Specialist is an important piece of this coalition. The knowledge they bring to the table and the partnership with the caregiver program as been invaluable. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta

- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices including I&A offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the Information and Assistance program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Information and Assistance FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Information and Assistance Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

All of planning and service area 09 is rural. Therefore, all services were targeted to older individuals residing in rural areas.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$13364	1300	3500	\$3.82
Effingham	\$39788	2200	5500	\$7.23
Fayette	\$32155	2000	5000	\$6.43
Jefferson	\$43624	2200	5500	\$7.93
Marion	\$48551	2300	5500	\$8.82
Total PSA	\$177482	10000	25000	\$7.10

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 **SERVICE NAME:** TITLE III E Information and Assistance

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- E Choose an item. Planning and Service (State) Choose an item.

DIRECT SERVICE: Yes No
 Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE)

Title III E: With the advent of the National Family Caregiver Support Program authorized by the Older Americans Act in November of 2000 and the development of the Aging and Disability Resource Network beginning in 2012 to the present, the service requirements related to Information and Assistance have been expanded to include caregivers of older adults, grandparents raising grandchildren, and persons with disabilities. In 2000, Midland began the development of their first website and it has been able to grow and change with the times and be maintained with this waiver. The service is to provide individuals with current information and services within their communities, including information related to assistive technology. Linkages of individuals to the opportunities and services that are available. Included in service standards is the requirement to maintain accurate, up-to-date information on resources available with maximizing the accessibility of other needed services, and a data collection system be developed to meet client and service needs as a resource for meeting community needs.

Midland Area Agency has a Program Coordinator and an Administrative Assistant who share in the duties of providing the Direct Service for Caregivers and Grandparents Raising Grandchildren. These services are tracked separately from the Title III B information and Assistance program. Midland was actually providing these services prior to have to absorb the Title III B program.

In addition, the Area Agency actively assists in providing Information and Assistance service through our website for our entire PSA. During the last three year Area Plan cycle, the Area Agency expanded, updated, and maintained our website with resources available within the area. It is accessible on the Internet by anyone wanting to access information and is comfortable utilizing a computer. There are also hyperlinks to other websites with pertinent valuable information. This is especially important to our long distance caregivers.

The Area Agency will continue its endeavors to collect current information on all resources available with the PSA and maintain the data base for counties for service providers and the general public. During the last planning cycle the Area Agency updated the system to make it more user friendly. There has been many changes and improvements since this design was implemented in 2000.

The Area Agency has proven we have consistently provided information and assistance to any who calls our office or walk in. The calls continue to increase as the Area Agency's number has been place on

various state publications which are mailed to older adults, caregivers, grandparents raising grandchildren and persons with disabilities.

In addition, the Area Agency in partnership with I4A and Illinois Aging Services works on maintaining and updating the state wide data base housed in Agingls. The Area Agency also works with the local Information and Assistance offices assisting each office as needed utilizing both the Area Agency and the data base. The Area Agency web site is a resource for new T Care system which is being implemented in our Area.

The Area Agency is a Nation wide, well known name and is what is accessed when people not familiar with specific aging programs are looking for help. We then either assist them ourselves or direct them to the local resource they need. By access to the data base, the Area Agency is able to look up all information available for the entire PSA and provide direct information and assistance to customers when they call. Again, this is especially important to the long distance caregiver who is looking for a place to start. It streamlines services and provides quality customer service. Currently the Area Agency data base is more extensive than any other resource the aging network has developed in this PSA. By locating all information into one system, identifying and adding additional resources from all various professions, disciplines, educational institutions, health care sources, etc., the integrity of the data will be maintained and access to the data expanded. The Area Agency web site also allow for direct email to us for questions and requests. We have found that many caregivers and grandparents raising grandchildren are much more inclined to utilize the computer to find resources for their loved ones so it is imperative we have this service available to them for their use. The local Caregiver resources are easily accessed including but not limited to T-Care Screening, Trualta, Support Group Times, Caregiver Advisor information, and Caregiver Resource Guides.

There are other service providers that are funded by the Area Agency. One service provider is funded for general Information and Assistance and one is provided for general Information and Assistance and Caregiver Information and Assistance. Our Website encompasses all of our PSA and is more comprehensive than each individual provider. Our Website is the only website that is dedicated to Aging, Disability, and Caregiver issues in our PSA . Our providers are all multi-service agencies such as CAP agencies, Community Mental Health agencies, Domestic Violence Agencies and are not willing to dedicate a specific website to Aging resources. It is very cumbersome for Caregivers and Seniors to try to located needed help. Our website is the most cost effective way to get the information to the people who need it.

BRIEF SERVICE DESCRIPTION

Information and Assistance is the corner stone and focal point of our network. It is the first stop for an older person, their caregiver, or a person with disability to find out about the Aging Network and all the services available within the County. It is one of our ADRC core partners.

Local agencies are currently funded to provide I&A services, an office is available in each of our counties to make it easier for older persons, caregivers, and person with disabilities to receive assistance. The demand for Information and Assistance has continued to increase. The Medicare Part D, the Benefits Access program, the growing Caregiver Program, the No Wrong Door Approach, the Managed Care organizations, and Covid vaccine education in our PSA is increasing our information and assistance requests.

The Program Activities includes but is not limited to:

- SHIP services
- SHAP services
- MIPPA services
- AIRS information and training
- Options Counseling
- Information Only
- Information with Assistance
- Referrals and Linkage to Agencies
- Follow up with clients to make sure services are obtained

Although our system still emphasizes face to face and/or telephone assistance with customer service, we also maintain a computerized data base which is accessible on the internet to anyone seeking information regard services in the area. Linkages to other web sites are included and more are being added continuously. The area agency updates the information at least annually. In addition, the Area Agency has access and maintains the local information in the statewide data base through Agingls Illinois Aging Services. All Information and Assistance Specialists have access to this program.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Choose an item.	Choose an item.	Choose an item.	Choose an item.
Choose an item.	Choose an item.	Choose an item.	Choose an item.
Choose an item.	Choose an item.	Choose an item.	Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

Enter text for Statewide Initiative #1

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Information and Assistance program will be featured at this event. In addition, the provider staff are also present at several community events including but not limited to legislative health fairs, Rotary and other community organizations, participation in Caregiver County Coalition meetings, as well as other community advisory boards.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all services in the PSA including the Information and Assistance Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the I&A program and monitoring of usage is completed through this avenue. Quarterly meetings are held with I&A staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):
Enter text for Statewide Initiative #

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers hospitals, CCU's, APS, and most importantly Family Caregivers. The Information and Assistance Specialist is an important piece of this coalition. The knowledge they bring to the table and the partnership with the caregiver program as been invaluable. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices including I&A offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

Click or tap here to enter text.

The Area Agency has updated their social need policies and notified our provider agencies including the Information and Assistance program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Information and Assistance FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Information and Assistance Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

All of planning and service area 09 is rural. Therefore, all services were targeted to older individuals residing in rural areas.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$4411	100	350	\$12.60
Effingham	\$8794	300	500	\$17.58
Fayette	\$7496	200	350	\$21.41
Jefferson	\$10460	300	500	\$20.92
Marion	\$11620	300	500	\$23.24

Total PSA	\$42781	1200	2200	\$19.44

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Legal

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III-B Planning and Service (State) Community-Based Equal Distribution (State)Choose an item.

DIRECT SERVICE: [] Yes [x] No [] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Enter text for Service Description

The Older American’s Act requires that a percentage of Title IIIB funds be allocated to legal services. The legal services provider is a Legal Services Corporation (LSC).

The demand for legal services in the area has consistently been notable. The legal services provider maintains a presence in each county in the area on a regular basis. Assistance with legal issues arising from Adult Protective Services and Ombudsman cases are also provided and take precedence over existing cases as they often involve health, safety or life threatening situations. They have also targeted other legal issues such as advance directives and wills which can help prevent abuse and help people be prepared before an emergency arises. In addition, Consumer Issues have been identified by our legal provider as a priority service to be referred to them.

The legal services provider also provides legal education sessions to adult protective service caseworkers, care giver groups, other seniors, and the aging network providers.

Legal fees in the area range from \$200 - \$350 per hour which prohibits low income seniors from obtaining legal assistance were it not for the area agency funded legal services program.

The Legal Services Provider works closely with the Information and Assistance Specialists in scheduling and follow up with clients. We have found this to be helpful in bringing all of the Aging Services to clients.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The legal services program will be at these events. In addition, the legal services provider provides training

to our other providers especially the Information and Assistance program and also is involved in APS events such as TRIAD.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including the Legal Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

Because of confidentiality of Legal cases reports are not collected in the same manner as other programs. The Legal Program has their own data system that they track in and report to Midland the person and units only.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

Information about the Caregiver Program is shared with the Legal Provider to give to their clients when they are providing services.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the Legal Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Legal Program FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Legal Program Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences given to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$6013	20	80	\$75.16
Effingham	\$6013	30	80	\$75.16
Fayette	\$10800	40	120	\$90.00
Jefferson	\$23602	60	160	\$147.51
Marion	\$23602	60	160	\$147.51
Total PSA	\$70030.00	200	600	\$116.71

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Options Counseling

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Planning and Service (State) Title III-B Choose an item. Choose an item.

DIRECT SERVICE: Yes No
 Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

In Fiscal Year 2012 Midland Area Agency on Aging as part of the Statewide Initiative began developing the ADRC concept in PSA 09. As the process has developed it was quickly realized to have a successful ADRC network the Area Agency would have to take an active, visible, direct role in this process. Midland Area Agency has embraced this leadership role and is proud of the accomplishments thus far realizing we still have much to do to really accomplish the no wrong door approach that is our ultimate goal. One piece of the ADRC initiative is Options Counseling. It is a consumer driven interactive process whereby the consumer and the Options Counselor work together in identifying needs, goals, and resources to meet the consumer's wants and needs.

Midland Area Agency feels strongly that there are times that going to the home will not only benefit the consumer, but would also provide a clearer picture of the consumer's situation. The Area Agency currently has a Program Coordinator on staff that makes home visits. This person has received the Options Counseling training and is also playing a direct role in other aspects of the ADRC development. This staff person will provide Options Counseling in the home as needed PSA wide. In addition, several staff at the Area Agency received the Options Counseling training and are available to identify potential clients when they come into the office. Midland Area Agency is a SHAP site, a SHIP site, and the direct service provider for Information and Assistance in Marion County, therefore there are consumers coming through our door daily. Options Counseling is one more service that each person is screened for through our Information and Assistance Specialist. This process has already proven successful.

By coordinating this program in with existing program (s) offered at the Area Agency, the Area Agency feels it can provide the most economic program with the highest quality. With the amount of funding offered, neither the current providers nor the Area Agency could hire new staff to do this service. The Information and Assistance providers are not trained to go into homes that leaves the only alternative being the Area Agency

BRIEF SERVICE DESCRIPTION:

Options Counseling is a person-centered decision support service that empowers older adults, adults with disabilities, and their care partners to make informed decisions about current or future long term care support systems and care choices. The process is guided by the individual and their care partners; they are supported in their deliberations to determine care choices based on their own needs, preferences, values and individual circumstances. The goal is to prevent or delay premature institutionalization by accessing appropriate resources within the community. Options Counseling is a component of the Aging

and Disability Resource Center and part of the No Wrong Door/Single Entry Point Process. It is an extension of Information and Assistance. The individual may anticipate a need for long-term care services in the future, but not yet have an immediate need that needs to be addressed.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: During the Area Plan Cycle each I&A specialist and CIL will have a minimum of 5 Options Counseling clients. This would result in a 50% increase in services

Measurable: Reports will be sent to the Program Coordinator on a monthly basis by the I&A Specialist and CIL staff and they will track throughout the year to make sure that there are cases

Achievable: Each I&A office, CIL,, and Midland AAA through the partial service waiver will open a minimum of 5 Options Counseling client within the Fiscal Year. This will be the goal in Fiscal Year 25, 26, and 27.

Relevant: Options Counseling is a mandated service that has been underutilized within the PSA. The approach of Client driven services is still a work in progress by staff and clients. By setting minimum cases will encourage agencies to screen more closely in identifying these clients.

Time: This increase will be competed in Fiscal Year 2025

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The CIL will speak at this event and discuss what Options Counseling is. In addition, Options Counseling is a key component of our ADRC task force, and participates in other Aging events such as Caregiver events, health fairs, and TRIAD.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including the Options Counseling Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Options Counseling program and monitoring of usage is completed through this avenue. Meetings are held with Options Counseling staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

The Options Counseling Program is housed in the Information and Assistance Program and the Center for Independent Living. These programs both participate in the local Caregiver Coalitions. In addition, the Caregiver Advisor participates on the ADRC task forces so information about the Caregiver Program is shared there.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the Options Counseling Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Options Counseling FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Options Counseling Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$3053	5	21	\$145.38
Effingham	\$3184	5	23	\$138.43
Fayette	\$3053	5	21	\$145.38
Jefferson	\$5046	7	60	\$84.10
Marion	\$9756	9	75	\$130.08
Total PSA	\$24,092	30	200	\$120.46

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Jefferson County has a lower unit rate due to the fact there are 2 providers doing options counseling in that county.

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Outreach

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Caregiver Support (State) Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Outreach is a new service that will be directly funded to our Caregiver Advisor Program. These funds will be utilized to increase public awareness and knowledge about who caregivers are, what caregivers do, and what caregiver resources are available. The Caregiver Advisor Program will utilize such things as:

- Social media
• Billboard campaign
• Sharing awareness materials
• News Letters

The Caregiver Advisor program will complete outreach activities with in the Aging Network and outside the network work through their County Caregiver Coalitions which has members from health department, health care providers, and community-based organizations.

The Caregiver Advisor will arrange for information/webinar on trauma-informed care through 2 modules that Trualta (the Evidence Based Caregiver program) offers in their program.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Caregiver Advisor will be at these events describing all of the components under Caregiver Program.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including the Outreach Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Outreach program and monitoring of usage is completed through this avenue. Meetings are held with Outreach staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff. Training will be provided to any provider who is below an 80% on the survey.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance

- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the outreach program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Outreach FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Outreach Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$1475	5	5	\$295
Effingham	\$3150	10	10	\$315
Fayette	\$1475	5	5	\$295
Jefferson	\$4050	15	15	\$270
Marion	\$4050	15	15	\$270

Total PSA	\$14,200	50	50	\$284

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Title III B Respite

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III-B Community-Based Equal Distribution (State)Planning and Service (State) Choose an item.

DIRECT SERVICE: [] Yes [x] No []Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification N/A

BRIEF SERVICE DESCRIPTION:

Enter text for Service Description

Respite care services is a vital service for persons providing care to an older adult, and older adults who are in the position of having the primary responsibilities of raising minor children. It has become a critical piece to providing help and support to those who need a break from care giving responsibilities.

By providing respite for the caregiver, the stress of care giving can be somewhat relieved on a temporary basis giving the caregiver time to relax, rest, regroup, or catch up on personal needs.

According to national statistics, approximately 80% of all care giving is done by family. The result of being the recipient of respite service, is a caregiver with improved attitude, renewed energy, and socialization outside of the caregiver environment which benefits the care receiver and their overall quality of care. This program serves a need for temporary relief and supports them in their ability to continue in their extremely critical role of providing care to their loved ones.

We have seen a marked increase in the requests for respite care since the beginning of the Caregiver Advisor Program with the implementation of the National Family Caregiver Program. There have been many years in which all of the funds were utilized and targeting practices had to be implemented.

The contracted in home service provider covers all counties in the planning and service area. The respite services are reimbursed at the existing rate approved by the Illinois Department on Aging for its homemaker service through the Community Care Program. Because of limited funding, the Board of Directors also established a maximum of 100 hours of respite services per year per client. Funding from Title IIIB and of the Older Americans Act is allocated to respite for caregivers of older persons and can be used for in-home respite.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend

as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Caregiver Advisor promotes and discusses the Respite program at this event.

In addition, The Caregiver Advisor in our PSA promotes respite services at all of the education events, support groups, newsletters, coalition meetings that she has. The Caregiver Advisor as well as the AAA has information on the program at any health fairs that are going on in our counties.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA. The Program Coordinators complete on site monitoring of each program including the respite program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition, Monthly reports are received from the Respite program and monitoring of usage is completed through this avenue. Meetings are held with Respite staff and AAA staff to discuss changes and provide training as needed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

Enter text for Service Provision Preference Assurance

The Area Agency has updated their social need policies and notified our provider agencies including the Respite Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

The Respite FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

The Respite Assessments of FY 2024 funded service providers were conducted which include pertinent

questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$1655	2	40	\$41.37
Effingham	\$2072	3	40	\$51.80
Fayette	\$2072	3	40	\$51.80
Jefferson	\$4123	6	100	\$41.23
Marion	\$4123	6	100	\$41.23
Total PSA	\$14045	20	320	\$43.89

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Title III E Respite

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- E Choose an item. Planning and Service (State) Caregiver Support (State)

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification N/A

BRIEF SERVICE DESCRIPTION:

Enter text for Service Description

Respite care services is a vital service for persons providing care to an older adult, and older adults who are in the position of having the primary responsibilities of raising minor children. It has become a critical piece to providing help and support to those who need a break from care giving responsibilities.

By providing respite for the caregiver, the stress of care giving can be somewhat relieved on a temporary basis giving the caregiver time to relax, rest, regroup, or catch up on personal needs.

According to national statistics, approximately 80% of all care giving is done by family. The result of being the recipient of respite service, is a caregiver with improved attitude, renewed energy, and socialization outside of the caregiver environment which benefits the care receiver and their overall quality of care. This program serves a need for temporary relief and supports them in their ability to continue in their extremely critical role of providing care to their loved ones.

We have seen a marked increase in the requests for respite care since the beginning of the Caregiver Advisor Program with the implementation of the National Family Caregiver Program. There have been many years in which all of the funds were utilized and targeting practices had to be implemented.

The contracted in home service provider covers all counties in the planning and service area. The respite services are reimbursed at the existing rate approved by the Illinois Department on Aging for its homemaker service through the Community Care Program. Because of limited funding, the Board of Directors also established a maximum of 100 hours of respite services per

year per client. Funding from Title III E of the Older Americans Act is allocated to respite for caregivers of older persons and can be used for in-home respite.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.
- Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Caregiver Advisor promotes and discusses the Respite program at this event.

In addition, The Caregiver Advisor in our PSA promotes respite services at all of the education events, support groups, newsletters, coalition meetings that she has. The Caregiver Advisor as well as the AAA has information on the program at any health fairs that are going on in our counties.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA. The Program Coordinators complete on site monitoring of each program including the respite program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Respite program and monitoring of usage is completed through this avenue. Meetings are held with Respite staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff. Training will be provided to any provider who is below an 80% on the survey.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver

Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the Respite Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

The Respite FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

The Respite Assessments of FY 2024 funded service providers were conducted which include pertinent

questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$3970	13	1443	\$2.75
Effingham	\$8522	53	4340	\$1.96
Fayette	\$4662	33	1357	\$3.43
Jefferson	\$10077	73	5697	\$1.77
Marion	\$10077	73	5697	\$1.77
Total PSA	\$37308	245	18534	\$2.02

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Title III E Other Relatives Raising Children Respite

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- E Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No [] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Enter text for Service Description

Relatives raising children are another large population who are in need of Respite services. Relatives attending support groups have expressed concern about the children being home all summer once the school term has ended. Stress of constant caregiving coupled with the cost of raising children puts and unbelievable amount of pressure on this family dynamic.

As a result, the Board of Directors allocated funding for summer camperships which can be used to send children, who are in the care of persons over age 55 in the support groups, to camp. Day camps, overnight camps, special needs camps, recreational department summer activity sessions, tutoring sessions and other organized, supervised activities are allowed. This will allow several choices of programming, time frames, and camps. The relatives and children will be encouraged to select a camping opportunity together that best meets their needs.

Funding is also allocated to allow someone to provide supervision of and activities for children while grandparents attend support group sessions and training/educational opportunities regarding their role as caregivers.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Choose an item. Choose an item. Choose an item. Choose an item. Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

Enter text for Statewide Initiative #1

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Caregiver Advisor promotes and discusses the Other Relatives Raising Children Respite program at this event.

In addition, The Caregiver Advisor in our PSA promotes respite services at all of the education events, support groups, newsletters, coalition meetings that she has. The Caregiver Advisor as well as the AAA has information on the program at any health fairs that are going on in our counties. The Caregiver Advisor also maintains a Facebook page dedicated to the Other Relatives Raising Children.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Enter text for Statewide Initiative #2

Midland Area Agency provides on going monitoring of all providers in the PSA. The Program Coordinators complete on site monitoring of each program including the Other Relatives raising children respite program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Respite program and monitoring of usage is completed through this avenue. Meetings are held with Respite staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education

- Counseling
- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

Enter text for Service Provision Preference Assurance

The Area Agency has updated their social need policies and notified our provider agencies including the Other Relative Raising Children Respite Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

The Other Relative Raising Children Respite FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

The Other Relative Raising Children Respite Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$599	2	1700	\$.35
Effingham	\$988	4	3230	\$.31
Fayette	\$600	3	1980	\$.30
Jefferson	\$ 2124	8	5545	\$.38
Marion	\$ 2124	8	5545	\$.38
Total PSA	\$7094	25	18000	\$.39

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 **SERVICE NAME:** Title III B Social Isolation Education

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Choose an item. Planning and Service (State) Choose an item. Choose an item.

DIRECT SERVICE: Yes No
 Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

A study by researchers from the AARP Public Policy Institute, Stanford University, and Harvard finds that Medicare spends an estimated \$6.7 billion more each year on seniors who have little social contact with others. About 14% of study participants were identified as socially isolated, which meant they had little contact with adult children, other relatives, or friends. The study found that Medicare spent about \$1,600-a-year more on older adults who are socially isolated than those who are not. They were one-third more likely to require care in a skilled nursing facility, perhaps because they could not be safely discharged home after a hospitalization.

Risk Factors associated with social isolation are:

- Living alone
- Mobility or sensory impairment
- Major life transitions
- Socioeconomic status
- Being a caregiver for someone with severe impairment
- Psychological or cognitive vulnerabilities
- Location: rural, unsafe, or inaccessible neighborhood/community
- Inadequate social support
- Language barrier

Education is the key to reducing the amount of Social Isolation not only in PSA 09 but throughout the state. MAAA plans to accomplish this by utilizing the state wide brochures. MAAA will set up Education trainings virtually and face to face targeting the following groups in all 5 of our counties

- Faith Based Communities
- Law Enforcement Agencies
- Home Health Agencies
- Local Health Departments
- Emergency Management Systems
- Hospitals

Each of these entities has direct contact with seniors who may be socially isolated. If we can train them to identify and refer these people to our Network we will be able to reduce the Isolation.

With the amount of funding being so limited, Midland is requesting to keep this funding and providing the service themselves as it is the most cost effective way to reach more entities, have the same message and training throughout the area, and distribute the same materials to the individuals who have been identified as being socially isolated by our network through reports received utilizing the UCLA loneliness scale. Social Isolation will be featured as one of the main topics at our County Conversations which will have many of the professionals listed above as well as the Seniors and Caregivers who will attend the events. Surveys will be collected to evaluate the effectiveness of the training and what needs to be incorporated in the futures.

In addition, during the pandemic, MAAA designed Social Isolation bags to be distributed throughout the 5 county region. In the bags are mind builder activities and well as education materials about all of the resources our area. Proposed material for FY 2025 include:

- Work search Crossword puzzle book
- Highlighter
- Social Isolation brochure
- Midland brochure
- SMP magnet/brochure
- Friendship Card
- Pen
- Open enrollment information
- Chap stick
- Jar gripper
- Ice pack
- Hand sanitizer
- Face mask
- Letter Opener
- Paper Packet containing information about:
 - Information And Assistance Offices
 - CCU offices
 - APS Fact Sheet
 - Engaged Illinois brochure
 - Ombudsman Sheet
 - "Turning 65" Information Sheet
 - Covid 19 Tip Sheet
 - Covid 19 Vaccine Information Sheet
 - Nutrition Brochure
 - Exercise Sheets
 - Mental Health Information

- UCLA Loneliness Scale
- Dementia Friendly Communities
- TRIAD information

These bags are distributed to all home delivered meals clients as they are at most risk of being socially isolated by definition. They are distributed at every community event attended by staff. They are given to local service provider to give to clients and they are handed out at the education we give to specific organizations.

In addition, Midland AAA has partnered with Adaptive Equipment Caregiver Corner. This is a free web-based Caregiver Training program utilized through videos that have been designed and are provided by professional physical therapists, speech therapists, and occupational therapists. These are a valuable resource to Caregivers who need assistance and support but are unable to attend face to face training because of the demands of caregiving. It is free to Caregivers in PSA 09 because we pay for the subscription and the direct link is available on our website otherwise there would be a charge to the Caregiver or Senior.

BRIEF SERVICE DESCRIPTION:

Enter text for Brief Service Description Here

Social isolation refers to a state where an individual has minimal contact or interaction with others. This can occur due to various reasons such as living alone, having limited social networks, experiencing mobility or health issues, or societal factors. Social isolation can lead to feelings of loneliness and negatively impact mental and physical health, increasing the risk of conditions like depression, anxiety, and cardiovascular disease.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- | | | | |
|-----------------|-----------------|-----------------|-----------------|
| Choose an item. | Choose an item. | Choose an item. | Choose an item. |
| Choose an item. | Choose an item. | Choose an item. | Choose an item. |
| Choose an item. | Choose an item. | Choose an item. | Choose an item. |

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from education events and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies and AAA staff of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

Enter text for Statewide Initiative #1

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. As mentioned before, Social Isolation Educations is at the forefront of our County Conversations and was one of the reasons it was developed in the beginning. It will be a featured program not only there but at all of our events and training provided through the AAA

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Enter text for Statewide Initiative #2

Midland Area Agency provides on going monitoring of all services in the PSA including our direct services.

The Program Coordinators and Executive Director complete on site monitoring of each program on a yearly basis.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed annually.

In addition, Monthly reports are tracked internally.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

As indicated before, Caregivers are at risk of becoming socially isolated. Midland AAA works extremely close with the Caregiver Advisor Program. Program staff attend local coalitions, the state coalition, as well as assists in the Training and Education events that are coordinated by the Caregiver Advisor. Social Isolation materials and resources are shared at these events as well as on going with the Caregiver Advisor.

SERVICE PROVISION PREFERENCE ASSURANCE:

Enter text for Service Provision Preference Assurance

The Area Agency has updated their social need policies and follows them internally. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

An internal review is conducted under the Area Plan will assure preference is given to those in social and economic need. A separate review is completed to identify and meet the needs of low income minority older persons.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

All of planning and service area 09 is rural. Therefore, all services were targeted to older individuals residing in rural areas.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	950	100	100	9.50
Effingham	1900	200	200	9.50
Fayette	950	100	100	9.50
Jefferson	2900	300	300	9.66
Marion	2900	300	300	9.66
Total PSA	9600	1000	1000	9.60

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Title III E Caregiver Support Group

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- E Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No [] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Caregivers, especially those under stress, feeling guilt, or frustration need to know that they are not alone. One method of providing emotional support as well as problem solving is through sharing experiences with others in the same or similar situations. Support groups offer this type of assistance.

When the Caregiver program was first introduced in 2000 the Midland Area Agency on Aging Task Group recommended establishing support groups throughout our area. Support groups for those caring for Older Adults and Relatives Raising Children have been developed and continue to grow.

These support groups are critical to caregivers of older adults and older adults who find themselves faced with raising minor children. The problems each caregivers encounter are very different.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Choose an item. Choose an item. Choose an item. Choose an item. Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Caregiver Advisor will highlight the Support Group during her presentation. The Caregiver Advisor also promotes Support Groups at legislative and other health fairs, community organizations as well as other professional organizations.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all services including the Support Group program in the PSA. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Caregiver Support Group program and monitoring of usage is completed through this avenue. Meetings are held with Caregiver Support Group staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the Caregiver Support Group program of the change. Targeting practices will include the added populations

listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Caregiver Support Group FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Caregiver Support Group Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$720	2	6	\$120
Effingham	\$361	3	4	\$90.25
Fayette	\$1200	3	10	\$120
Jefferson	\$2890	6	20	\$144.50
Marion	\$2890	6	20	\$144.50
Total PSA	\$8061	20	60	\$134.35

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Title III E Other Relative Raising Children Support Group

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- E Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [] No [] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Enter text for Service Description

Relatives Raising Children they encounter issues with school systems, legal custody, working with Children and Family Services as well as learning how to cope with the problems facing young people today. These tasks can be overwhelming.

Caring for Older Adults has a different set of challenges; such as a role change for either a child or spouse caring for an older adult. The struggle with diseases such as dementia, Alzheimer’s Disease, or a stroke that has radically changed the personality or physical ability of a person.

The support groups offer a vehicle for expressing frustrations, obtaining advice, and learning of resources to assist them.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Choose an item. Choose an item. Choose an item. Choose an item. Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

Enter text for Statewide Initiative #1

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Caregiver Advisor will highlight the Support Group during her presentation. The Caregiver Advisor also promotes Support Groups at legislative and other health fairs, community organizations as well as other professional organizations.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Enter text for Statewide Initiative #2

Midland Area Agency provides on going monitoring of all services including the Other Relatives Raising Children Support Group program in the PSA. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Other Relatives Raising Children Support Group program and monitoring of usage is completed through this avenue. Meetings are held with Other Relatives Raising Children Support Group staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite

- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

Enter text for Service Provision Preference Assurance

The Area Agency has updated their social need policies and notified our provider agencies including the Support Group program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Other Relatives Raising Children Support Group FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Other Relatives Raising Children Support Group Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$599	5	30	\$19.96
Effingham	\$988	10	25	\$39.52
Fayette	\$600	5	35	\$17.14
Jefferson	\$2124	20	45	\$47.20
Marion	\$2124	20	45	\$47.20
Total PSA	\$6435	60	180	\$35.75

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Training and Education

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III- E Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Enter text for Service Description

The development and implementation of the National Family Caregiver Program presented many challenges and opportunities to reach a wide range of caregivers needing training and education.

Training and education is provided to the general public and caregivers themselves. Many providing care do not view themselves as "caregivers. Public education regarding the definition of a caregiver is the first step to identifying the caregiving population. The second step is to advise caregivers of information and help identify services that are available to assist them in providing care, making arrangements for care, working with other family members, and taking care of their own health and needs.

Training sessions directed to caregivers will be available at various locations throughout the PSA during this Area Plan cycle. Specific topics will be identified, and training modules provided. Adaptive Equipment Corner will also be used as a virtual training alternative for Caregivers who are not ready to leave their homes due to the pandemic or just because they are more comfortable staying at home.

Caregiver Fairs are also held in the planning area and are well attended. Through cooperation and coordination with other service organizations and medical entities, the Caregiver Fairs offer an array of topics and activities for attendees. These fairs have been very popular and are effective vehicles for sharing information and training to caregivers.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Caregiver Advisor will discuss the Training and Education events that will be happening in the region. In addition the Caregiver Advisor will host events in each county for caregivers through out the year.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including the Training and Education Program

The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Training and Education program and monitoring of usage is completed through this avenue. Meetings are held with Training and Education staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff. Training will be provided to any provider who is below an 80% on the survey.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours

- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the Training and Education Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Training and Education Program FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers’ proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Training and Education Program Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$1660	30	140	\$11.85
Effingham	\$5843	70	200	\$29.21

Fayette	\$4501	50	220	\$20.45
Jefferson	\$8002	100	420	\$19.05
Marion	\$8002	100	420	\$19.05
Total PSA	\$28,008	350	1,400	\$20.00

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: Transportation

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Title III-B Planning and Service (State) Community-Based Equal Distribution (State)Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):

Enter text for Justification

BRIEF SERVICE DESCRIPTION:

One of the most prevalent threats to independence is the lack of mobility or ability to access community services, recreation, shopping, and medical care due to the lack of affordable transportation. For many years, the need for transportation has consistently surfaced as one of the priority needs to maintaining independence in the community. Surveying our Board of Directors, Advisory Council members, consumers, county networking groups, and caregiver coalitions transportation ranked 3rd in our priority list.

There are transportation services in each of our counties, however because of the rural area we are in, routes are limited and because of funding limitations the Area Agency is unable to fund an entire transportation system.

Two of our providers receive funding from Title XX and the Area Agency supplements these programs to expand the mass transit program. In these areas our older adults may ride and make a suggested donation for the transportation they receive. In the other areas of the PSA, older adults may utilize the transportation system at the rate established by the vendor. The cost for this varies depending on the vendor and the route.

A challenge we face regularly with transportation services, is request for transportation outside of our service area. The request is usually for medical needs as the closest major hospitals are Springfield or St. Louis.

Unit of Service is a ride

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

- Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Transportation program is featured at this event. In addition the Transportation Program participates in other county events such as Health Fairs, ADRC task force, and speaks at other Community Organizations.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including the Transportation Program. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition, Monthly reports are received from the Transportation program and monitoring of usage is completed through this avenue. Meetings are held with Transportation staff and AAA staff to discuss changes and provide training as needed.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

Enter text for Statewide Initiative #3

The Caregiver Advisor will distribute information to the Transportation program about the available Caregiver services.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the Transportation Program of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Transportation Program FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Transportation Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$20086	115	7,400	\$2.71
Effingham	\$9724	100	3,600	\$2.70
Fayette	\$2800	35	1000	\$2.80
Jefferson	\$19845	100	7000	\$2.83
Total PSA	\$52455	350	19,000	\$2.76

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Midland AAA does not have any additional Title III B Funding to expand into Marion County at this time. Midland will continue to Advocate for additional funding through legislators so expansion may be a possibility in the future.

The unit cost is low compared to the statewide unit rate because the providers we have utilize Title XX transportation funding for the majority of the cost of service.

Appendix D: SERVICE JUSTIFICATION FORM

PLANNING AND SERVICE AREA: PSA 09 SERVICE NAME: TRUALTA

SERVICE FUNDING TYPE: Multiple fields for funding types is included for services using more than one funding stream to support the service.

Caregiver Support (State) Choose an item. Choose an item. Choose an item.

DIRECT SERVICE: [] Yes [x] No
[] Partial (Service provided directly by AAA and AAA-funded service providers)

DIRECT SERVICE JUSTIFICATION (IF APPLICABLE):
Enter text for Justification

BRIEF SERVICE DESCRIPTION:

Trualta is an evidence bases program that meets the ACL highest criteria for evidence based programming. Trualta Offers family members access to training that builds the skills required to provide care at home. Trualta allows the Caregiver to work at their own pace using a virtual format completing different modules. It delivers families content that is tailored to their care situation and learning style. It also allows the Caregiver to decide when and how the learning will take place. The Caregiver Advisor will be available for assistance through the entire process and will guide each caregiver as they require or request it. This program has been proven to identify how to handle care receiver behaviors as well as identify and reduce caregiver burden and stress.

SPECIAL DIETS OFFERED: Multiple fields for diet types are included for Nutrition services provision. Select all that apply:

Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.
Choose an item. Choose an item. Choose an item. Choose an item.

OTHER: Enter text for other diets not listed above

SERVICE GOALS (IN SMART FORMAT):

Enter text for Service Goal #1

Specific: To create a uniform satisfaction survey throughout the PSA to analyze our strengths and weaknesses.

Measurable: Midland AAA will collect surveys from providers and enter them on an excel spreadsheet.

Achievable: The Goal is achievable as it will become part of each network training to give the survey to each client as part of their yearly training. Training will also be provided on the report that will be due.

Relevant: After analyzing the data received service provider goals will be adjusted.

Time-bound: The development of the survey and implementation to the providers will be completed by the end of Fiscal Year 2025.

Enter text for Service Goal #2

Specific: Implement a trauma-informed care training program that covers topic such as understanding trauma, recognizing trauma-related behaviors, responding empathetically, and implementing trauma-informed practices across the PSA.

Measurable: The AAA will collect documentation from provider agencies of completion of Trauma Training and record it on an excel spreadsheet.

Achievable: The AAA and/or Provider agencies will partner with external experts or organizations if needed to ensure the quality of the training. These agencies include Health Departments, Community Mental Health Agencies, Domestic Violence Agencies, and IDOA recommended trainings.

Relevant: Trauma-informed care is essential in our line of work as it improves the quality of service delivery and enhances outcomes for our clients who have experienced trauma. It is important too for staff to realize the effects of secondary trauma that they themselves deal with.

Time-bound: This training will be completed in Fiscal Year 2025

PLAN TO INCREASE VISIBILITY OF SERVICE (STATEWIDE INITIATIVE #1):

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County. The Caregiver Advisor will discuss the Trualta program during this event. In addition the Caregiver Advisor has set up demonstration events throughout our PSA including some Nutrition Sites and APS program.

CONTINUOUS QUALITY ASSURANCE AND IMPROVEMENT PLAN (STATEWIDE INITIATIVE #2):

Midland Area Agency provides on going monitoring of all providers in the PSA including the Caregiver Advisor Program that administers Trualta. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition AAA staff, Caregiver Advisor Staff, and Trualta staff meet on a regular basis to evaluate the program to see where we need to focus for the program to grow.

Midland AAA maintains a very detailed policy and procedure outlining how the monitoring will be completed.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff.

CAREGIVER AWARENESS AND ENGAGEMENT PLAN, IF APPLICABLE (STATEWIDE INITIATIVE #3):

When funding increased through GRF for additional services for the Caregiver Program, one of the area's that was invested in was a marketing campaign. This campaign collaborates with the Illinois Family Caregiver Coalition as well as Trualta to blanket our PSA with information about the Caregiver Program. The Caregiver Advisor distributes information at local Caregiver Coalitions that have been in place since early 2000. During the pandemic attendance at the Coalitions fell off and efforts to resurrect them are under way. This group is responsible for the development and updating of our Caregiver Resource Guides which has been one of the most successful outcomes of these groups. This guide is used by many of our Service providers, hospitals, CCU's, APS, and most importantly Family Caregivers. This guide is available on the Midland AAA website.

The Caregiver Advisor travels our Five County Region not only doing assessments and seeing Caregivers, but also dropping information about all of the Support Services provided. They are holding events in each county publicizing all of the program components including

- Support Groups
- Training and Education
- Counseling
- Respite
- Trualta
- T-Care
- GAP Filling Regular and ADRD
- Library Resource Hours
- Information and Assistance
- Adaptive Equipment Caregiver Corner

The Caregiver Advisor also drops this information off at provider offices, housing projects, health departments, Dr. offices, and other public places where Seniors may be going or living.

In addition the Caregiver Program has a social media presence through Facebook and is featured on the AAA website.

SERVICE PROVISION PREFERENCE ASSURANCE:

The Area Agency has updated their social need policies and notified our provider agencies including the Caregiver Advisor of the change. Targeting practices will include the added populations listed in the new definition. The factors will be addressed in all of our training and education activities with both professionals and clients. The main challenge I see in our area is our limited cultural diversity in the PSA, however all factors including physical or mental disability, language barriers, and cultural or social

isolation caused by, among other things, racial and ethnic status, sexual orientation, gender identity, gender expression, or HIV status as well as economic need will be included in educational trainings. Additional methods employed include the following:

The Area Agency has in place a policy and procedure which provides that all services under the Area Plan must be delivered with preference given to older persons in social and economic need.

Trualta FY 2025 applications/extensions included a discussion of how service providers under the Area Plan will assure preference is given to those in social and economic need. A separate discussion was required on the service providers' proposals indicating how they propose to identify and meet the needs of low income minority older persons. Staff reviewed these applications.

Trualta Assessments of FY 2024 funded service providers were conducted which include pertinent questions related to actual preferences give to these client groups by the service providers. If a service provider was found not to be giving preference in the delivery of service, an action plan was developed and follow-up conducted by the Area Agency.

The Area Agency has a separate policy and accompanying procedure related to specific Outreach to minority older persons with particular attention to low income minorities.

In the event an interpreter is needed one will be arranged or the use of google translator will be utilized.

SERVICE PROVISION PROJECTIONS BY COUNTY/TOWNSHIP/SUBAREA SERVED:

County/ Township/ Subarea Served	Estimated Funding Amount	Projected Persons	Projected Units	Cost Per Unit
Clay	\$3684	5	5	\$736.80
Effingham	\$4683	10	10	\$468.30
Fayette	\$3684	5	5	\$736.80
Jefferson	\$5683	15	15	\$378.86
Marion	\$5683	15	15	\$378.86
Total PSA	\$23,418	50	50	\$468.36

If a county/township/subarea within the PSA is not included in service provision, provide the justification for the lack of service provision (e.g., provided by alternative funder) and indicate and summarize any intentions and/or challenges to expansion of services to the unserved county.

Enter Unserved County/Township/Subarea Justification Narrative

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

Appendix G: **FY 2025-2027 AREA PLAN ASSURANCES**

The Area Agency on Aging (AAA) has maintained documentation to substantiate all the following assurance items. Such documentation will be subject to State review for adequacy and completeness.

GENERAL ADMINISTRATION**Compliance with Requirements**

AAA has agreed to administer the program in accordance with the Older Americans Act (OAA), the Area Plan and all applicable regulations, policies and procedures established by the Assistant Secretary, the Secretary, and the Department on Aging.

1. Applicability of Other Regulations – 45 CFR 1321.5

The following requirements in Title 45 of the Code of Federal Regulations apply to all activities under this Area Plan and the AAA has developed and is following a system to ensure operation in conformance with:

- (a) Part 16: Procedures of the Departmental Grant Appeals Board;
- (b) Part 74: Administration of Grants, except Subpart N;
- (c) Part 80: Nondiscrimination under Programs Receiving Federal Assistance through the Department of Health and Human Services: Effectuation of Title VI of the Civil Rights Act of 1964;
- (d) Part 81: Practice and Procedures for Hearings Under Part 80 of this Title.
- (e) Part 84: Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Participation.
- (f) Part 91: Nondiscrimination on the Basis of Age in HHS Programs or Activities Receiving Federal Financial Assistance from HHS;
- (g) Part 92: Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments;
- (h) Part 100: Intergovernmental Review of the Department of Health and Human Services Programs and Activities; and
- (i) Title 5, Part 900: Subpart F, Standards for a Merit System of Personnel Administration.

2. Audits (2 CFR 200.500, Subpart F)

The AAA is required to conduct an annual audit.

3. Training of Staff

The AAA has established and is following methods to provide a program of training for all classes of positions and volunteers, if applicable.

4. Management of Funds - Section 307 (a)(7)(A)

The AAA has established and is following sufficient fiscal control and accounting procedures to assure proper disbursements of and accounting for all funds under this Plan.

5. Safeguarding Confidential Information- 45 CFR 1321.51

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

The AAA has established and is following such regulations, standards, and procedures as are necessary to meet the requirements on safeguarding confidential information under relevant program regulations.

6. Standards for Service Providers – 45 CFR 1321.17 (f)(4)

The AAA has established and maintains on file a plan detailing the methods being followed to assure that all providers of service under this plan operate fully in conformance with all applicable Federal, State, and local fire, health, safety and sanitation and other standards prescribed in law or regulations. The AAA provides that where the State or local jurisdictions require licensing for the provision of services, agencies providing such services have been licensed.

7. Conflict of Interest

To avoid conflict of interest, and violation of Federal regulations of such conflicts, a person who is employed by an agency that receives AAA funds cannot be an AAA Board member.

8. Cost Allocation Between Administration and Direct Services

The AAA has established and maintains on file a plan detailing the methods employed to allocate costs between Administration and Area Agency provided Direct Services.

9. Cost Allocation Among Funding Sources

The AAA has established and maintains on file a plan detailing the methods employed to allocate costs among the various funding sources.

10. Eldercare

The AAA must assure that all privately funded activities are within the AAA's statutory mission and do not conflict with that statutory mission.

The AAA must assure that appropriate fiscal controls will be established and maintained by the AAA to ensure proper disbursement and accounting for all funds earned through Eldercare contracts.

11. Equipment - 2 CFR 200.313

For items of equipment having a unit acquisition cost of \$5,000 or more purchased by the AAA under this Area Plan, the Illinois Department on Aging shall have the right to require transfer of the equipment (including title) to the Department or to an eligible party named by the Department in accordance with 45 CFR Part 74, Section 74.34.

For items of equipment having a unit acquisition cost of \$5,000 or more purchased by subgrantees under an award made through the Area Plan, the AAA may reserve for itself a right to require transfer of the equipment (including title) to the AAA or to an eligible party named by the AAA in accordance with 2 CFR 200.313. This right must be made a part of the subgrantee award.

Provision of Services

12. Needs Assessment - Section 306 (a)(1)

The AAA has established and is following a reasonable and objective method for determining the need for supportive services, nutrition services and multipurpose senior centers within the planning and service area. The needs assessment shall take into

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

consideration the number of older individuals with low incomes, the number of older individuals who have greatest economic need (with particular attention to low-income older adults including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas), the number of older individuals who have greatest 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), and the number of older individuals who are Indians, and the efforts of voluntary organizations in the planning and service area. The AAA has evaluated the effectiveness of resources in meeting such needs and has entered into agreements with providers of supportive services, nutrition services, or multipurpose senior centers in the planning and service area to meet such needs.

13. Comprehensive and Coordinated Service System - Section 306 (a)(1)

The Area Plan has provided for a comprehensive and coordinated service delivery system for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, modernization or construction of multipurpose senior centers within the planning and service area.

14. Eligibility - Section 102 (40), Section 339 (2)(H) &(I), & Section 372 (a)(1, 2 & 3)

The AAA has established and is following methods to assure the activities covered by this Area Plan serve only those individuals and groups eligible under the provisions of the applicable statute.

15. Residency

The AAA has established and is following methods to assure that no requirements as to duration of residence or citizenship will be imposed as a condition of participation in the AAA's program for the provision of services.

16. Coordination of Services - Section 321 (c)

In carrying out the provisions of the OAA, to deliver services more efficiently and effectively to older individuals, each AAA shall coordinate OAA services with other community agencies and voluntary organizations providing the same services and pursue opportunities for the development of intergenerational shared site models for programs or projects, consistent with the purposes of the OAA. In coordinating the services, the AAA shall make efforts to coordinate the services with agencies and organizations carrying out intergenerational programs or projects.

17. Service Contributions - Section 315 (b) & 1321.67

Voluntary contributions shall be allowed and may be solicited for all services for which funds are received under this Act if the method of solicitation is noncoercive. The AAA has required that providers of service under the Plan are collecting contributions for services in conformance with federal regulations and that a service provider under this part may not deny any older person a service because the older person will not or cannot contribute to the cost of the service. Contributions can be encouraged for individuals whose self-declared income is at or above 185 percent of the poverty line, at contribution levels based on the actual cost of services.

18. Cost Sharing - Section 315 (a) & (c)

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

The AAA will not implement cost sharing for OAA services unless approved by the State Agency and will implement cost sharing for services under the Plan in conformance with the provisions of Section 315 of the OAA.

Act and Regulatory Assurances**19. Section 212**

The AAA must submit to the State Agency, for prior approval, any proposed contracts with profit making organizations to provide services under the Area Plan.

20. Section 305 (c)(1-4) & 1321.55 (a)(1)&(2)

An AAA is either an agency whose single purpose is to administer programs for older persons, or a separate organizational unit within a multipurpose agency which functions only for purposes of serving as the AAA.

21. Section 305 (c)(5)

The AAA will have the ability to develop an area plan and to carry out, directly or through contractual or other arrangements, a program in accordance with the plan within the planning and service area.

22. Section 306 (a) & 1321.59

The Area Plan is for the three-year period specified by the State Agency. The AAA has submitted an Area Plan or amendment to the State Agency in accordance with the uniform Area Plan format and other instructions issued by the State Agency

23. Section 306 (a)(2)(A-C) & 1321.17 (f)(6)

The AAA will expend an adequate proportion of the amount allotted for Part B to the planning and service area, in accordance with the policies developed by the State Agency, for the delivery of each of the following categories of services – access, in-home, and legal: unless the AAA requests a waiver of this requirement in accordance with guidelines developed by the State Agency and receives said waiver from the State Agency. The AAA will report annually to the State Agency in detail the amount of funds expended for each such service category.

24. Section 306 (a)(3)(A) &- 1321.53 (c)

The AAA has established and is following a method to designate, where feasible, a focal point for comprehensive service delivery in each community giving special consideration to designating multipurpose senior centers as such focal points.

25. Section 306 (a)(3)(B)

The AAA will specify in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated.

26. Section 306 (a)(4)(A)(i) & 1321.17 (f)(2)

The AAA will set specific objectives for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; and will include specific objectives for providing services to low-income older minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas, and include proposed methods of carrying out the preferences in the Area Plan.

27. Section 306 (a)(4)(A)(ii)

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

The AAA has included in each agreement made with a provider of services under this Title, a requirement that such provider will (a) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider; (b) attempt to provide services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in at least the same proportion as the population of low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas bears to the population of older individuals of the area served by such provider; and (c) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area.

28. Section 306 (a)(4)(A)(iii)

The Area Plan has, with respect to the fiscal year preceding the fiscal year for which such Plan is prepared, identified the number of low-income minority older individuals in the planning and service area and described the methods used to satisfy the service needs of such minority older individuals.

29. Section 306 (a)(4)(B) & 1321.17 (f)(8)

The AAA will conduct outreach efforts to identify older individuals eligible for assistance under the Act, with special emphasis on rural elderly, older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals with severe disabilities, older individuals with limited English proficiency, older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals), and older individuals at risk for institutional placement; and inform such individuals of the availability of services under the Plan.

30. Section 306 (a)(4)(C)

The AAA will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, includes a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.

31. Section 306 (a)(5)

The AAA will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to particular attention to individuals with severe disabilities and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities.

32. Section 306 (a)(6)(A) & 1321.61 (b)(2)

The AAA has established and is following methods to take into account in connection with matters of general policy arising in the development and administration of the Area Plan, the views of recipients of services under the Plan.

33. Section 306 (a)(6)(B) & 1321.61 (b)(1)

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

The AAA has established and is following methods to assure that the AAA will serve as the advocate and focal point for older individuals within the community by monitoring, evaluating, and commenting on policies and programs, hearings, levies, and community actions which will affect older persons.

34. Section 306 (a)(6)(C)(i)

The AAA, where possible, has entered into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older persons to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families.

35. Section 306 (a)(6)(C)(ii)(I & II)

If possible regarding the provision of services under Title III, the AAA will enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals that were officially designated as community action agencies or community action programs under Section 210 of the Economic Opportunity Act of 1964 (42 U.S.C. 2790) for fiscal year 1981, and did not lose the designation as a result of failure to comply with such Act; or came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs that meet the requirements under Section 676 (b) of the Community Services Block Grant Act.

36. Section 306 (a) (6)(C) (iii)

The AAA shall make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services and, if possible, work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out Federal service programs administered by the Corporation for National and Community Service), in community service settings.

37. Section 306 (a)(6)(D) & 1321.57 (a) & (b)

The AAA has established 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 the Older Americans Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veteran's health care (if appropriate), and the general public, to advise continuously the AAA on all matters relating to the development of the Area Plan, the administration of the Area Plan and operations conducted under the Area Plan.

38. Section 306 (a)(6)(E)(i-ii)

The AA has established and is following effective and efficient procedures for coordination of entities conducting programs that receive assistance under the OAA within the planning and service area served by the AAA and entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b) of the OAA, with the planning and service area.

39. Section 306 (a)(6)(F)

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

In coordination with the State agency and with the State agency responsible for mental and behavioral health services, the AAA will increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental and behavioral health services (including mental health screenings) provided with funds expended by the AAA with mental and behavioral health services provided by community health centers and by other public agencies and nonprofit private organizations.

40. Section 306 (a)(7)

The AAA assures that it will facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers, by—

- a. collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care;
- b. conducting analyses and making recommendations with respect to strategies for modifying the local system of long-term care to better—
 - i. respond to the needs and preferences of older individuals and family caregivers;
 - ii. facilitate the provision, by service providers, of long-term care in home and community-based settings; and
 - iii. target services to older individuals at risk for institutional placement, to permit such individuals to remain in home and community-based settings;
- c. implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals; and
- d. providing for the availability and distribution (through public education campaigns, Aging and Disability Resource Centers, the area agency on aging itself, and other appropriate means) of information relating to—
 - i. the need to plan in advance for long-term care; and
 - ii. the full range of available public and private long-term care (including integrated long-term care) programs, options, service providers, and resources.

41. Section 306 (a)(8)

The AAA will provide that case management services provided under Title III through the AAA will-

- a. not duplicate case management services provided through other Federal and State programs.
- b. be coordinated with services provided by long-term care providers and long-term care facilities.
- c. be provided by a public or a nonprofit private agency that—
 - i. gives each older individual seeking services under Title III a list of agencies that provide similar services within the jurisdiction of the AAA.
 - ii. gives each older individual seeking services under Title III a statement specifying that the individual has a right to make an independent choice of service providers and documents received by such individual of such statement.

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

- iii. has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services or
- iv. is in a rural area and obtains a waiver of the requirements described in clauses (i) - (iii).

42. Section 306 (a)(9)

The AAA, in carrying out the State Long-Term Care Ombudsman Program under Section 307(a)(9), will expend not less than the total amount of funds appropriated under the OAA and expended by the AAA in Fiscal Year 2000 in carrying out such a program under Title III.

43. Section 306 (a)(10)

The AAA will provide a grievance procedure for older individuals who are dissatisfied with or denied services under Title III.

44. Section 306 (a)(12)

The AAA will establish procedures for the coordination of services with entities conducting other Federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting programs described in Section 203(b) within the planning and service area.

45. Section 306 (a)(13)

The AAA assures that it will maintain the integrity and public purpose of services provided, and service providers, under Title III in all contractual and commercial relationships; disclose to the Assistant Secretary and State Agency the identity of each non-governmental entity with which it has a contract or commercial relationship relating to providing any service to older individuals; the nature of the contract or such relationship; demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under Title III by such agency has not resulted and will not result from such contract or such relationship; demonstrate that services will be enhanced by the contract and, on request of the Assistant Secretary or State Agency, disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.

46. Section 306 (a)(14)

The AAA assures that funds received under Title III will not be used to pay any part of a cost (including an administrative cost) incurred by the Area Agency to carry out a contract or commercial relationship that is not carried out to implement Title III.

47. Section 306 (a)(15)(A)

The AAA assures that funds received under Title III will be used to provide benefits and services to older individuals, and the AAA will give priority for services to older individuals identified in section 306 (a) (4)(A)(i) of the OAA.

48. Section 306 (a)(15)(B)

The AAA assures that funds received under Title III will be used in compliance with the assurances specified in Section 306(a)(13) of the OAA and the limitations specified in Section 212 of the OAA.

49. Section 306 (a)(16)

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

The AAA assures that funds received under Title III will be used to provide, to the extent feasible, for the furnishing of services under the OAA, consistent with self-directed care.

50. Section 306 (a)(17)

The AAA assures that funds received under Title III will be used to include information detailing how the AAA will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.

51. Section 306 (b) (1 & 2)

The AAA may include in the area plan an assessment of how prepared the AAA and service providers in the planning and service area are for any anticipated change in the number of older individuals during the 10-year period following the fiscal year for which the plan is submitted. Such assessments shall include—

- a. the projected change in number of older individuals in the planning and service area;
- b. an analysis of how such change may affect such individuals, including individuals with low incomes, individuals with greatest economic need, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency;
- c. an analysis of how the programs, policies, and services provided by such area agency can be improved, and how resource levels can be adjusted to meet the needs of the changing population of older individuals in the planning and service area; and
- d. analysis of how the change in the number of individuals age 85 and older in the planning and service area is expected to affect the need for supportive services.

52. Section 306 (b) (3)

An AAA, in cooperation with government officials, State agencies, tribal organizations, or local entities, may make recommendations to government officials in the planning and service area and the State, on actions determined by the AAA to build the capacity in the planning and service area to meet the needs of older individuals for—

- a. health and human services;
- b. land use;
- c. housing;
- d. transportation;
- e. public safety;
- f. workforce and economic development;
- g. recreation;
- h. education;
- i. civic engagement;
- j. emergency preparedness;
- k. protection from elder abuse, neglect and exploitation; and
- l. any other service as determined by such agency.

53. Section 307 (a)(6) & 1321.17 (f)(9)

The AAA agrees to make such reports, in such form, and containing such information, as the State Agency may require, and comply with such requirements as the State Agency may impose to insure the correctness of such reports.

54. Section 307 (a)(7)(A)

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

The AAA assures that such fiscal control and fund accounting procedures will be adopted as may be necessary to assure proper disbursement of, and accounting for, Federal funds paid under Title III to the Area Agency, including any such funds paid to the recipients of a grant or contract.

55. Section 307 (a) (7) (B) (ii) & (iii)

The AAA will assure that no officer, employee, or other representative of the Area Agency is subject to a conflict of interest prohibited under the OAA and mechanisms are in place to identify and remove conflicts of interest prohibited under the OAA.

56. Section 307 (a)(8) (i-iii)

No supportive services, nutrition services, or in-home services will be directly provided by the AAA, unless, in the judgment of the State Agency, provision of such services is necessary to assure an adequate supply of such services, or such services are directly related to the AAA's administrative functions, or such services can be provided more economically, and with comparable quality by the AAA.

57. Section 307 (a)(11)

With respect to legal assistance-

- a. the AAA will
 - i. enter into contracts with providers of legal assistance which can demonstrate the experience or capacity to deliver legal assistance;
 - ii. include in any contract provisions to assure that any recipient of funds under division (I) will be subject to specific restrictions and regulations promulgated under the Legal Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under such Act and governing membership of local governing boards) as determined appropriate by the Assistant Secretary; and
 - iii. attempt to involve the private bar in legal assistance activities authorized under this Title, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis;
- b. no legal assistance will be furnished unless the grantee administers a program designed to provide legal assistance to older individuals with social or economic need and has agreed, if the grantee is not a Legal Services Corporation project grantee, to coordinate its services with existing Legal Services Corporation projects in the planning and service area in order to concentrate the use of funds provided under this Title on individuals with greatest such need and the AAA makes a finding after assessment, pursuant to standards for service promulgated by the Assistant Secretary, that any grantee selected is the entity best able to provide the particular services;
- c. to the extent practicable, legal assistance furnished under the plan will be in addition to any legal assistance for older individuals being furnished with funds from sources other than this Act and that reasonable efforts will be made to maintain existing levels of legal assistance for older individuals; and
- d. AAAs will give priority to legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination.

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

58. Section 307 (a)(12)(A)

For services for the prevention of abuse of older individuals, the AAA carrying out such services will conduct a program consistent with relevant State law and coordinated with existing State adult protective service activities for-

- a. public education to identify and prevent abuse of older individuals;
- b. receipt of reports of abuse of older individuals;
- c. active participation of older individuals participating in programs under this Act through outreach, conferences, and referral of such individuals to other social service agencies or sources of assistance where appropriate and consented to by the parties to be referred; and
- d. referral of complaints to law enforcement or public protective service agencies where appropriate.

59. Section 307 (a)(15)

If a substantial number of the older individuals residing in the planning and service area are of limited English-speaking ability, the AAA for each such planning and service area will-

- a. utilize, in the delivery of outreach services under section 306(a)(2)(A), the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability; and
- b. designate an individual employed by the AAA, or available to such AAA on a full-time basis, whose responsibilities will include-
- c. taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability to assist such older individuals in participating in programs and receiving assistance under this Act; and
- d. providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effectively linguistic and cultural differences.

60. Section 307 (a)(16)

The AAA assures that the AAA and OAA-funded service providers will conduct outreach efforts that will

- a. identify individuals eligible for assistance under this Act, with special emphasis on—
 - i. older individuals residing in rural areas;
 - ii. older individuals with greatest economic 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);
 - iii. older individuals with greatest 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; and
 - vi. older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
- b. inform the older individuals referred to in clauses (i) through (vi) of subparagraph (A), and the caretakers of such individuals, of the availability of such assistance.

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

61. Section 307 (a)(18)

The AAA will conduct efforts to facilitate the coordination of community-based, long-term care services, pursuant to section 306(a)(7), for older individuals who-

- a. reside at home and are at risk of institutionalization because of limitations on their ability to function independently;
- b. are patients in hospitals and are at risk of prolonged institutionalization; or
- c. are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them.

62. Section 307 (a)(23)(A) & (B)

The AAA will make demonstrable efforts to coordinate services provided under this Act with other State services that benefit older individuals and to provide multigenerational activities, such as opportunities for older individuals to serve as mentors or advisors in childcare, youth day care, educational assistance, at-risk youth intervention, juvenile delinquency treatment, and family support programs.

63. Section 307 (a)(27)

The AAA assures that the AA and OAA-funded service providers will provide, to the extent feasible, for the furnishing of services, consistent with self-directed care.

64. Section 312 (1) & (2)

With respect to multipurpose senior centers, the AAA assures if, within 10 years after acquisition, or within 20 years after the completion of construction, of any facility for which funds have been paid under Title III--

1. the owner of the facility ceases to be a public or nonprofit private agency or organization; or
2. the facility ceases to be used for the purposes for which it was acquired (unless the Assistant Secretary determines, in accordance with regulations, that there is good cause for releasing the applicant or other owner from the obligation to do so); the United States shall be entitled to recover from the applicant or other owner of the facility an amount which bears to the then value of the facility (or so much thereof as constituted an approved project or projects) the same ratio as the amount of such Federal funds bore to the cost of the facility financed with the aid of such funds. Such value shall be determined by agreement of the parties or by action brought in the United States district court for the district in which such facility is situated.

65. Section 321 (d)

Funds made available under Title III shall supplement, and not supplant, any Federal, State, or local funds expended by an AAA to provide services described in the OAA.

66. Section 339

With respect to nutrition services, the Area Agency has established and is following methods to assure that statutory and regulatory provisions concerning nutrition services, special requirements for nutrition service providers and food requirements for all nutrition service providers will be met.

67. 1321.17 (f)(3)

The AAA has established and is following methods that ensure that all services provided through the Area Plan are provided without the use of any means tests.

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

68. 1321.17 (f)(5)

The AAA has established and is following methods that ensure that all older persons receiving services through the Area Plan are provided the opportunity to voluntarily contribute to the cost of the services.

69. 1321.17 (f)(12)

The AAA will establish and follow methods that assure that individuals with disabilities who reside in a non-institutional household with and accompany a person eligible for congregate meals provided through the AAA under this Part, shall be provided a meal on the same basis that meals are provided to volunteers pursuant to Section 339 (2)(H) of the Act.

70. 1321.17 (f)(14)(ii)

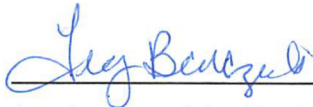
The AAA will annually submit the details of proposals to pay for program development and coordination as a cost of supportive services, to the general public for review and comment in accordance with the procedures established by the State Agency.

71. 1321.17 (f)(14)(iii)

The AAA certifies that any such expenditure for program development and/or coordination has had a direct and positive impact on the enhancement of services for older persons in the planning and service area.

72. Title 45 of the Code of Federal Regulations Parts 74, 87, 92, and 96: Participation by faith-based organizations in Department of Health and Human Services Programs
The rule provides that organizations are eligible to participate in OAA programs without regard to their religious character or affiliation, and those organizations may not be excluded from the competition for OAA grant funds simply because they are religious.

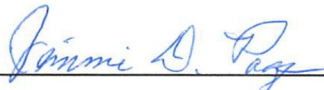
The Area Agency on Aging hereby agrees to comply with all stated assurances.



3/21/2024

Area Agency on Aging Director Signature

Tracy Barczewski



3/21/2024

Chairperson, Board of Directors Signature

Jimmie Page

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

Appendix H: **Non-Discrimination and Compliance Policies Assurances**

DEPARTMENT OF HEALTH AND HUMAN SERVICES ASSURANCE OF COMPLIANCE WITH SECTION 504 OF THE REHABILITATION ACT OF 1973, AS AMENDED

The undersigned (hereinafter called the "recipient") **HEREBY AGREES THAT** it will comply with Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C.794), all requirements imposed by the applicable HHS regulation (45 C.F.R.Part 84), and all guidelines and interpretations issued pursuant thereto.

Pursuant to §84.5(a) of the regulation [45 C.F.R.84.5(a)], the recipient gives this Assurance in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts (except procurement contracts and contracts of insurance or guaranty), property, discounts, or other Federal financial assistance extended by the Department of Health and Human Services after the date of this Assurance, including payments or other assistance made after such date on applications for Federal financial assistance that were approved before such date. The recipient recognizes and agrees that such Federal financial assistance will be extended in reliance on the representations and agreements made in this Assurance and that the United States will have the right to enforce this Assurance through lawful means. This Assurance is binding on the recipient, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this Assurance on behalf of the recipient.

This Assurance obligates the recipient for the period during which Federal financial assistance is extended to it by the Department of Health and Human Services or, where the assistance is in the form of real or personal property, for the period provided for in §84.5(b) of the regulation [45 C.F.R.84.5(b)].

The recipient: (Check one)

employs fewer than fifteen persons.

employs fifteen or more persons and, pursuant to §84.7(a) of the regulation [45 C.F.R.84.7(a)], has designated the following person(s) to coordinate its efforts to comply with the HHS regulations: Type Name of Designee(s).

Enter the following information in the textboxes provided:

Midland Area Agency on Aging

434 S. Poplar, Centralia, IL 62801

370968177

I certify that the above information is complete and correct to the best of my knowledge.



Signature and Title of Authorized Individual

3/21/2024

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

ASSURANCE OF COMPLIANCE WITH THE DEPARTMENT OF HEALTH AND HUMAN SERVICES REGULATION UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Midland Area Agency on Aging (hereinafter called the "Applicant")

HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 (P.L.88-352) and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R.Part 80) issued pursuant to that title, to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department; and **HEREBY GIVES ASSURANCE THAT** it will immediately take any measures necessary to effectuate this agreement.

If any real property or structure thereon is provided or improved with the aid of Federal financial assistance extended to the Applicant by the Department, this Assurance shall obligate the Applicant, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided, this Assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. In all other cases, this Assurance shall obligate the Applicant for the period during which the Federal financial assistance is extended to it by the Department.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Applicant by the Department, including installment payments after such date on account of applications for Federal financial assistance which were approved before such date. The Applicant recognizes and agrees that such Federal financial assistance will be extended in reliance on the representations and agreements made in this Assurance, and that the United States shall have the right to seek judicial enforcement of this Assurance. This Assurance is binding on the Applicant, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this Assurance on behalf of the Applicant.

Enter the following information in the textboxes provided:

Midland Area Agency on Aging

434 S. Poplar, Centralia, IL 62801



Signature and Title of Authorized Individual

3/21/2024


Illinois Department on Aging FY 2025-2027 Area Plan Workbook

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
INELIGIBILITY AND VOLUNTARY EXCLUSION PURSUANT TO
45 CFR PART 76 LOWER TIER TRANSACTIONS**

Midland Area Agency on Aging

certifies by submission of this proposal (FY 2022-FY 2024 Area Plan on Aging) that neither it or its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

Where the Area Agency on Aging is unable to certify to any of the statements in this certification, such Area Agency on Aging shall attach an explanation to this proposal.



Signature and Title of Authorized Individual) 3/21/2024

Tracy Barczewski, Executive Director

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

**OLDER AMERICANS ACT PROGRAMS
NON-DISCRIMINATION POLICY**

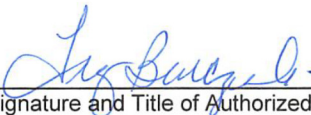
It is the policy of **Midland Area Agency on Aging** to provide services to all persons 60+ and employment services to all persons 55+ as mandated by the Older Americans Act, as amended, and the Illinois Act on Aging, and their applicable rules and regulations pursuant thereto without regard to race, color, national origin, religion, sex, ancestry, marital status, physical or mental handicap, unfavorable military discharge or age.

Midland Area Agency on Aging does not discriminate in admission to programs or activities or treatment of employment in programs or activities in compliance with the Illinois Human Rights Act, Title VI of the U.S. Civil Rights Act, as amended; Title VII of the U.S. Civil Rights Act, as amended; Section 504 of the Rehabilitation Act, as amended; the Age Discrimination Act, as amended; the Age Discrimination in Employment Act, as amended, their applicable rules and regulation pursuant thereto; the Constitution of the United States; and the Illinois Constitution.

Subject to the Older Americans Act, as amended, and the requirements of the merit employment system, preference shall be given to individuals age 60 or older for any staff positions in the State and Area Agencies (excluding subgrantees and contractors) for which such individuals qualify.

All Area Agencies on Aging and all other providers of services receiving funds under the State or Area Plans are required to comply with and provide notice of this policy.

The person designated to coordinate compliance with the Civil Rights Program is **Lori Cummins** who can be reached at **618-532-1853 and lori@midlandaaa.org**



Signature and Title of Authorized Individual) 3/21/2024

Tracy Barczewski, Executive Director

Illinois Department on Aging FY 2025-2027 Area Plan Workbook

**CERTIFICATION FOR CONTRACTS, GRANTS, LOANS,
AND COOPERATIVE AGREEMENTS**

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.



Area Agency Director Signature



Board of Directors Chairperson Signature

3/21/2024

3/21/2024