



NEI3A SERVICE GUIDE



MISSION

NEI3A helps older persons respond to their evolving needs and choices.

VISION

Older persons have access to support that empowers them to live with choice and dignity in their communities.

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AGENCY

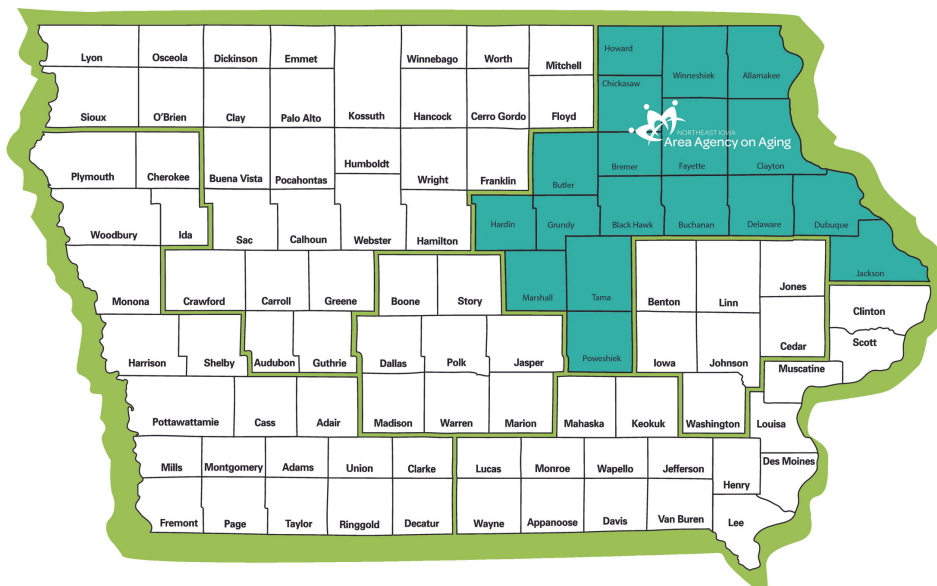
OVERVIEW

Overview: Northeast Iowa Area Agency on Aging, or NEI3A, is a private, not-for-profit corporation serving individuals in Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama, and Winneshiek counties.

Eligibility Requirement: NEI3A serves individuals 60 or older, 18 or older with a disability, and their caregivers.

What we Do: NEI3A coordinates services for individuals to help them maintain their desired independence. Services include option counseling, case management, nutrition programs, caregiver support, respite services, health and wellness programs, advocacy, elder abuse prevention and awareness, socialization opportunities, and education programs.

Two NEI3A programs have a nationwide scope- the national Senior Medicare Patrol (SMP) Resource Center and the national State Health Insurance Assistance Program (SHIP) Technical Assistance Center. Both are grant funded by the Administration for Community Living (ACL) and the U.S. Department of Health and Human Services (DHHS). NEI3A's national centers serve 54 SMPs and SHIPs across the country as central sources of information, training, and technical assistance.



INFORMATION & ASSISTANCE (I &A)

1-866-468-7887
LifeLongLinks.org

Overview: LifeLong Links (LLL) is a statewide Aging and Disability Resource Center (ADRC) providing a single point-of-entry resource for Iowa’s aging and disability populations seeking information, referral, and assistance for long-term independent care support.

Eligibility: LifeLong Links serves individuals 60 or older, 18 or older living with a disability, caregivers, veterans, or anyone calling on their behalf.

Primary Goal: Assist Iowans to remain in their community, maintain independence, and help access long-term supports and services through a statewide toll-free information and assistance network.

- Provide person-centered advice and options
- Provide coordinated, streamlined access to long-term care programs
- Transition from hospital or institution to home
- Community referrals
- Database of community services providers

How the Program Works: LLL can be accessed statewide by phone, website, or chat feature. The statewide toll-free number can be utilized Monday through Friday from 8:00 a.m. to 4:30 p.m. Calls to LLL are routed through a “geo-routing” technique. The area code and prefix of the number called are utilized to route the call to the closest Area Agency on Aging (AAA). LLL staff assist with basic I & A using a searchable database and knowledge of community supports. If the caller needs more complex and specific information or care coordination, the caller is connected to an aging specialist, where a home visit is scheduled, and options counseling is provided. Aging specialists are trained to provide a person-centered approach to each call and empower each caller to choose long-term independent living and community support services.

The website can be assessed 24/7 and includes a searchable database by county and by service. In addition, the chat feature can be accessed during regular business hours, Monday through Friday, from 8:00 a.m. to 4:30 p.m. This feature allows individuals to connect and communicate via the internet on the LifeLong Links website with a live specialist regarding aging support services rather than by telephone.

OPTIONS COUNSELING (OC)

Overview: Assist individuals to remain safe and independent in their homes through home assessments, service coordination, benefits enrollment/application assistance, education, and support.

Eligibility Requirements: Individuals 60 or older or 18 or older with a disability

Primary Goal: A person-directed and interactive service that allows the consumer to make informed choices about short—or long-term living services and community supports based on the consumer's preferences, strengths, and values.

How the Program Works: Consumers receive a home visit to assess safety, complete a total needs assessment, and develop a care plan. Services and providers are discussed with client choice. Funding options are explored. The Aging Specialist coordinates services on behalf of the client. Application assistance may also be done during this time.

NEI3A utilizes Older Americans Act dollars to pay for services. If a client meets financial guidelines and needs assessment criteria, the consumer can receive needs-based funding for services. (Meals and caregiver services do not go towards these dollar amounts). Consumers are prioritized, and not all requests may be funded. All consumers will receive Options Counseling for application assistance and develop the best and safest plan for them.

Shared financial responsibility is strongly encouraged when NEI3A funding is used. Consumers receive monthly contribution statements.

Options Counseling (OC)

- Short Term
- Less than 90 days

Case Management (CM)

- Long Term

CASE MANAGEMENT (CM)

Overview: Assist those 60 and older to remain safe and independent in their homes through in-home assessments, service coordination, benefits enrollment/application assistance, education, and ongoing support. CM is ongoing services over 90 days.

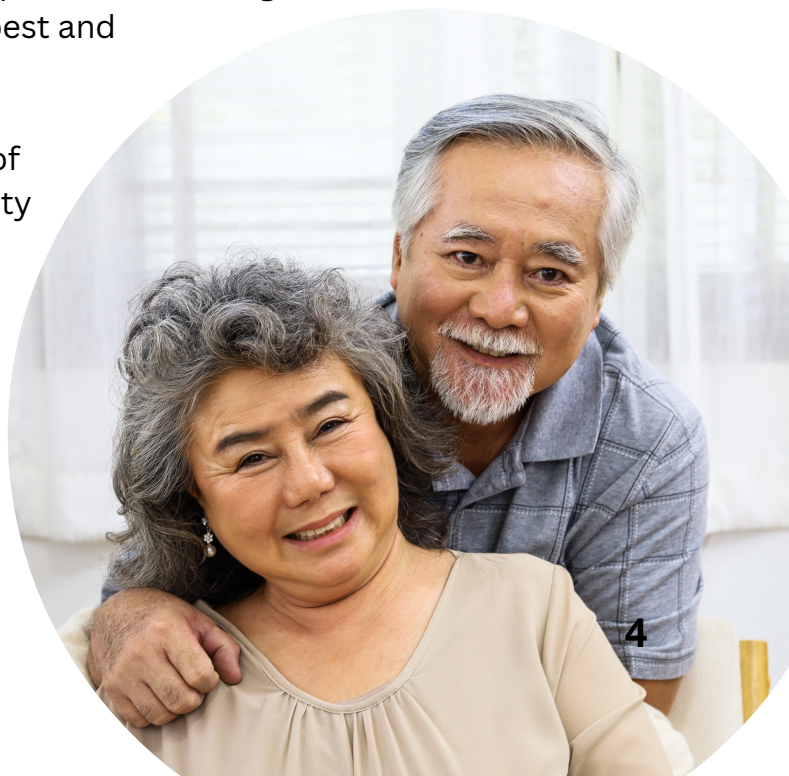
Eligibility Requirements: Individuals 60 or older

Primary Goal: Assessing, coordinating, and monitoring long-term services and supports.

How the Program Works: Consumers receive a home visit to assess safety, complete a full needs assessment, and develop a care plan. Services and providers are discussed with client choice. Funding options are explored. The case manager coordinates services on behalf of the client. Application assistance may also be done during this time.

NEI3A utilizes Older Americans Act dollars to pay for services. If a client meets financial guidelines and needs assessment criteria, the consumer can receive needs-based funding for services. (Meals and caregiver services do not go towards these dollar amounts.) Consumers are prioritized, and not all requests may be funded. All consumers will receive Options Counseling for application assistance and develop the best and safest plan for them.

Funding Eligibility Requirements: 60 years of age or older and meeting financial and priority score guidelines.



IOWA RETURN TO COMMUNITY (IRTC)

Overview: The IRTC program is a collaborative initiative between NEI3A and local hospitals, long-term care facilities, and medical clinics. Our joint effort aims to address consumers' immediate discharge needs, thereby reducing the risk of readmittance to hospitals, emergency rooms, or long-term care facilities.

Eligibility Requirements: The referral must be 60 or older, live within our 18-county service area, have had a nursing home, hospital, or emergency room discharge within two weeks of the referral, or have been referred by a clinic.

Primary Goal: Prevent, reduce, or eliminate the number of emergency room visits and hospital readmissions.

How the Program Works: The process for IRTC is the same as case management and options counseling. Clients can be enrolled in IRTC for up to 90 days. If support is needed beyond the initial 90 days, the client will transition to CM.



CAREGIVER



Overview: The Family Caregiver Program focuses on providing care and support to the caregiver to enable them to maintain their caregiving role.

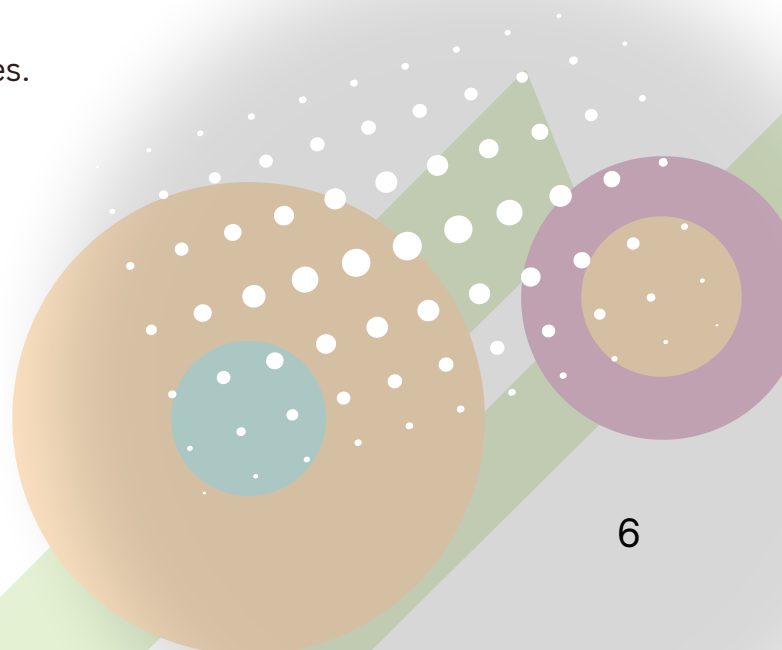
Eligibility Requirements: An individual 18 or older providing “informal” in-home care to a person aged 60 or older OR an individual of any age with Alzheimer’s disease or related disorder with a neurological and/or organic brain dysfunction.

Primary Goal: The Family Caregiver Support Program allows agency staff to inform and empower informal caregivers and ensure they can care for themselves while supporting the person they are caring for.

How Program Works: Members referred to the Family Caregiver Support Program can come from Information and Assistance Specialists, Aging Specialists, Nutrition Specialists, other NEI3A staff, community agency providers, caregivers themselves, or any outside callers from the community.

NEI3A offers these specific services through the Family Caregiver Support Program:

- Information and Assistance
- Options Counseling
- Case Management
- Counseling
- Support Groups
- Training
- Supplemental Services: GrandPad devices.
- In-Home Respite Care



ELDER ABUSE PREVENTION AND AWARENESS PROGRAM (EAPA)

Overview: The EAPA program is a specialized form of short-term case management that assists older adults who are experiencing or at risk of experiencing abuse, neglect, or financial exploitation. This program is funded through the Older Americans Act (OAA).

Eligibility Requirements: These services are available to adults 60 or older who do not live in a long-term care facility and voluntarily accept services.

Primary Goals:

- Respond to concerns about elder abuse
- Network and coordinate community resources to respond to the needs of older adults
- Serve as a resource for professionals working with older adults
- Locally increase public awareness of elder abuse

How the program works: NEI3A receives referrals through LifeLong Links. Admitted consumers meet with an elder rights specialist who thoroughly assesses and identifies needs. The staff works with consumers to develop a person-centered intervention plan and coordinate services to reduce or eliminate identified risks. When necessary, EAPA dollars may be utilized to fund these services. Ongoing assessment and support are provided until identified needs are resolved. Consumers requiring ongoing services are enrolled in our case management program upon discharge.



HOME-DELIVERED MEALS (HDM)



Overview: NEI3A provides Home-Delivered Meals (HDM) to homebound individuals who would benefit from nutrition delivered to their homes. Each meal must meet nutrition requirements and be approved by a dietician.

Eligibility Requirements: Individuals 60 or older who meet the definition of homebound or the spouse of an eligible individual.

Primary Goal: Reduce hunger, food insecurity, and malnutrition.

How the Program Works: NEI3A coordinates delivery through various caterers in communities where hot, daily meals are delivered. Hot, daily delivery is not always available due to distance and the ability to preserve food temperatures. However, prepared meals, delivered to the consumer's home, are available in all 18 counties of NEI3A's service area. The consumer can choose from a menu every two weeks.

Consumers are mailed a monthly contribution statement with the number of meals served.

CONGREGATE MEALS

Overview: NEI3A continues to support local traditional senior centers when communities are interested. Senior centers provide socialization, activities, nutrition, and a connection to vital community services.

In addition, NEI3A also offers congregate meals through the Iowa Cafe program. Iowa Cafés are an innovative approach to providing socialization and nutrition through a contract with local restaurants to provide meals.

Eligibility Requirements: Individuals 60 or older or the spouse of an eligible individual.

Primary Goal:

- Reduce hunger, food insecurity, and malnutrition
- Promote socialization in older individuals
- Promote health and well-being with access to nutrition and health promotion and disease prevention services to delay the onset of chronic diseases

How the Program Works: Consumers can register for congregate meals through the Iowa Café program or at one of the congregate meal locations. Traditional congregate meal sites require advance meal orders. Consumers at congregate sites will be offered contribution information during service.

For Iowa Café consumers, restaurants may serve meals under the program whenever they are open for business. Every enrolled participant receives a preloaded key card containing the maximum meal allowance, which is then scanned at the time of service. NEI3A pays the restaurant directly, and consumers are mailed a monthly contribution statement with the number of meals served.

HEALTH & WELLNESS

Overview: The Health & Wellness programs provide consumers with information and opportunities to delay the onset of chronic diseases, prevent falls, and improve nutrition. NEI3A partners with various organizations and individuals to offer this programming.

Eligibility Requirements: Individuals 60 or older or the spouse of an eligible individual.

Primary Goal: Promote health and well-being with access to nutrition & health promotion/disease prevention services to delay the onset of chronic diseases

How the Program Works:

Health Promotion: Evidence-Based programming provides specific classes and opportunities that generally require a license, special training, and fidelity to the program curriculum. NEI3A offers several programs and continues researching programs that better meet our consumer needs, including:

- Tai Chi for Arthritis and Fall Prevention
- A Matter of Balance: Managing Concerns About Falling
- Walk with Ease
- Chronic Disease Self-Management Program (Better Choices, Better Health)
- Powerful Tools for Caregivers
- Health & Wellness 365
- Healthy Steps for Older Adults

Health Promotion: Non-Evidence Based programming is offered by NEI3A staff and trained volunteers. Health promotion activities include exercise classes, blood pressure checks, foot/toenail clinics, music, art, or dance therapy, and other programming that supports healthy activity.

Participants are encouraged to make contributions toward these activities.



TRANSPORTATION

Overview: The Transit Program with NE13A is available to provide necessary transportation to individuals who qualify on a contribution basis through paratransit or fixed-route public transit.

Eligibility Requirements: Individuals 60 or older and no longer driving

Primary Goal: To provide transportation to individuals unable to meet their own transit needs for basic needs such as medical appointments and shopping.

How the Program Works: Consumers call LifeLong Links and complete the intake process. Eligible individuals will receive approved rides up to a maximum amount per month or on a special request case-by-case basis for out-of-town medical appointments. Depending on location and transit provider, consumers may be required to complete a request for transit tickets with each distribution. Consumers are responsible for scheduling their own rides with transit providers.

Consumers receive a monthly contribution statement for their transit services received.



DEMENTIA FRIENDLY IOWA



Overview: Dementia Friendly Iowa is a collaborative effort with Iowa Association of Area Agencies on Aging (i4a) and receives partial funding from the Iowa Geriatric Education Center.

Program goal: To raise public awareness of dementia and the ability to respond to the needs of this population. Dementia Friends and Dementia Friendly Communities are two state initiatives that aim to achieve this goal.

How the Program Works:

Dementia Friends: This is a global movement to change how people think, act, and talk about dementia. As part of this movement, free information sessions are led by volunteer dementia friend champions.

Dementia Friendly Communities: This initiative centers around the creation of informed, safe communities that are respectful of individuals living with dementia, their families, and caregivers. Community initiatives are driven by volunteer action teams that seek to increase strengths and fill gaps in supporting people with dementia. This includes offering business training and launching supports such as volunteer groups, memory cafes, support groups, and educational programs.





SMP

Senior Medicare Patrol

Preventing Medicare Fraud



SHIP

State Health Insurance
Assistance Program

Navigating Medicare

NEI3A is proud to house two national resource centers. Currently, NEI3A is the only Area Agency on Aging in the country that operates any national resource centers. The two centers include:

- **Senior Medicare Patrol Resource Center (SMP Resource Center)**
NEI3A has operated the SMP Resource Center since the grant's inception in September 2003.
- **State Health Insurance Assistance Program Technical Assistance Center (SHIP TA Center)** NEI3A has operated the SHIP TA Center since September 2014.

Both centers are grant funded as a cooperative agreement from the U.S. Administration for Community Living (ACL) and the U.S. Department of Health and Human Services (DHHS). ACL oversight of the centers is provided by the Office of Healthcare Information and Counseling (OHIC). These competitive federal grants must be re-competed every three to five years.

The two centers collaborate closely and engage many of the same subject matter experts for providing education on volunteer program risk and management, Medicare coverages, healthcare fraud errors, and abuse education and trends. Both centers offer resources, training, and technical assistance to federally funded SMP and SHIP grantees in all 50 states, the District of Columbia (D.C.), Guam, Puerto Rico, and the U.S. Virgin Islands.



Preventing Medicare Fraud

Overview: The SMP Resource Center operates virtually, providing professional expertise, training, and technical support to maximize the effectiveness of the 54 Senior Medicare Patrol (SMP) projects nationwide. However, the 54 SMP project's primary mission is to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report healthcare fraud, errors, and abuse through outreach, counseling, and education. The SMP Resource Center does not assist Medicare beneficiaries directly in reporting potential Medicare fraud or abuse. This is done by more than 6,000 SMP staff and volunteers nationally.

Primary objectives for the SMP Resource Center include:

- **Beneficiary Education:** Provide group education to Medicare beneficiaries. Consistently provide accurate, objective, comprehensive information to prevent, detect, and report Medicare fraud, errors, and abuse.
- **Workforce Excellence:** Recruit, train, and retain a sufficient and effective workforce ready to provide high-quality education and inquiry resolution. Prepare SMP grantees to recruit, train, and retain a sufficient, effective workforce ready to provide high-quality education and inquiry resolutions.
- **Operational Excellence:** Monitor and assess SMP results on operational and quality measures. To enable effective and efficient operations, develop and strengthen program structure and organization, including policies, processes, and procedures.
- **Innovation:** Position SMP to respond to changes in the programmatic landscape. Promote adaptable and sustainable processes and activities to position the SMP program for changes in the programmatic landscape.

How the Program Works: The SMP Resource Center serves the 54 SMP projects virtually by providing trainings, a national website (www.smpresource.org), a password-protected portal for the SMPs projects to access training and resources, and through the use of online meetings for collaboration and partnerships. The SMP Resource Center also provides one-on-one technical assistance in several program-specific areas, including ACL's national data system, SMP Information and Reporting System (SIRS), to serve the SMP projects. To assist SMP projects and the program overall with national visibility and outreach, the SMP Resource Center interviews with national media platforms, develops media resources, and presents at national conferences. Additionally, they provide a national website (www.smpresource.org) with public-facing education and news, an info@, five national social media platforms with almost daily content, and a national toll-free number, which uses geo-routing and enables the public to access their local SMP or SHIP project through a single point of contact.

Navigating Medicare

Overview: The national State Health Insurance Assistance Program Technical Assistance Center (SHIP TA Center) operates virtually, providing training, technical assistance, and national promotion for the 54 federally funded State Health Insurance Assistance Programs (SHIPs). The SHIP TA Center at NEI3A does not counsel individual members of the public. Instead, the SHIP TA Center provides SHIPs with the programs, training, and resources to provide local and unbiased Medicare and related health insurance counseling to the public in their state or locations.

Primary Goal: The project goal is to support the 54 state SHIP programs in achieving their four programmatic strategic themes: 1) Service Excellence; 2) Capacity Building; 3) Operational Excellence, and 4) Innovation.

The project objectives are to provide training, tools, information, and technical assistance that:

- Increase public awareness of SHIPs
- Increase SHIP knowledge of Medicare and related health benefits
- Increase SHIP knowledge of successful, innovative practices
- Increase SHIP abilities and accuracy using the national SHIP data system and performance measures
- Support SHIP implementation of policies for volunteer risk and program management (VRPM)
- Provide SHIPs nationally available, relevant resources that support their professional well-being and ability to meet the program's mission

How the Program Works: The SHIP TA Center serves the public and SHIP programs virtually through webinars, a website (www.shiphelp.org), a password-protected portal for the SHIPs to access training and resources, and social media. NEI3A subcontracts with the Medicare Rights Center to provide a self-paced Medicare education and certification system for SHIP counselors. The SHIP TA Center also provides a national toll-free number (877-839-2675) that uses geo-routing to connect the public with their local SHIP through a single phone number.

NEI3A CORE VALUES

Our guiding principles and beliefs.

Our core values define who we are and what we do. NEI3A's core values represent what is most important and serve as a foundation for living out our mission to help older adults respond to their evolving needs and choices.

Dedication

Committed to fulfilling our mission with integrity and passion.

Excellence

Pursuing greatness in all we do.

Innovation

Embracing change to meet evolving needs.

Collaboration

Building diverse partnerships for maximum impact.

Person-Centered

Empowering individuals and respecting their perspectives.





NORTHEAST IOWA
Area Agency on Aging

800-779-8707 | www.nei3a.org

NEI3A service older adults, caregivers, and persons with disabilities in Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama, and Winneshiek Counties.

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