



Northeast Iowa Area Agency on Aging



Annual Report FY 2016



Bob Brown,
President

Joyce Denczek,
Vice President

Elaine Eshbaugh,
Secretary

Vicki Rowland,
Treasurer

Mike Isaacson,
*Chief Executive
Officer*

Our Vision

Empowering older persons and persons with disabilities to live safe and independent lives with dignity, purpose, and self-determination.

Our Mission

Creating and providing services for older persons, their caregivers, and persons with disabilities to empower them to maintain their independence.

Message From Board President

As board president of Northeast Iowa Area Agency on Aging (NEI3A) for 4 years, the one constant during my tenure has been the focus of this agency to adapt to the needs of the elderly, caregivers and persons with disabilities in the communities we serve. This agency continues to serve its mission in an environment of constant change, from a reorganization of service areas to the latest change of going to a Medicaid managed care system. Throughout these challenges the staff has remained vigilant, striving to enable people to live safe and independent lives with dignity, purpose and self-determination.

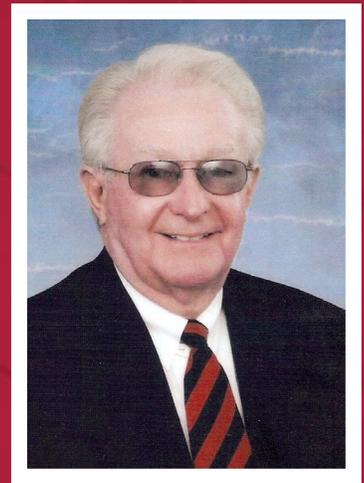
Constant change will continue to be the norm for NEI3A in the upcoming year. Mike Isaacson, Chief Executive Officer, has accepted a new position as Executive Director of the Area Agency on Aging of Pasco-Pinellas in Florida. I would like to personally thank Mike for his leadership through the past 5 years. Mike's leadership, mission focus, and vision have been invaluable to the agency. On behalf of the board we wish Mike the best on his new position.

Even though we are losing a great leader of this agency, we are fortunate that Donna Harvey will return to the area accepting the position of CEO. Donna's vast knowledge of the aging network and strong dedication to mission will enable NEI3A to move ahead without slowing down. While NEI3A has been faced with new challenges, the agency has also been working hard to create new opportunities for the future. I am certain that under Donna's leadership this agency will continue to innovate and help those in our communities.

I would like to thank the members of the board, advisory committee, staff, and hundreds of dedicated volunteers who give of their time and talents to help NEI3A provide supports and services to seniors, caregivers, veterans, and those with disabilities throughout Northeast Iowa.

Sincerely,

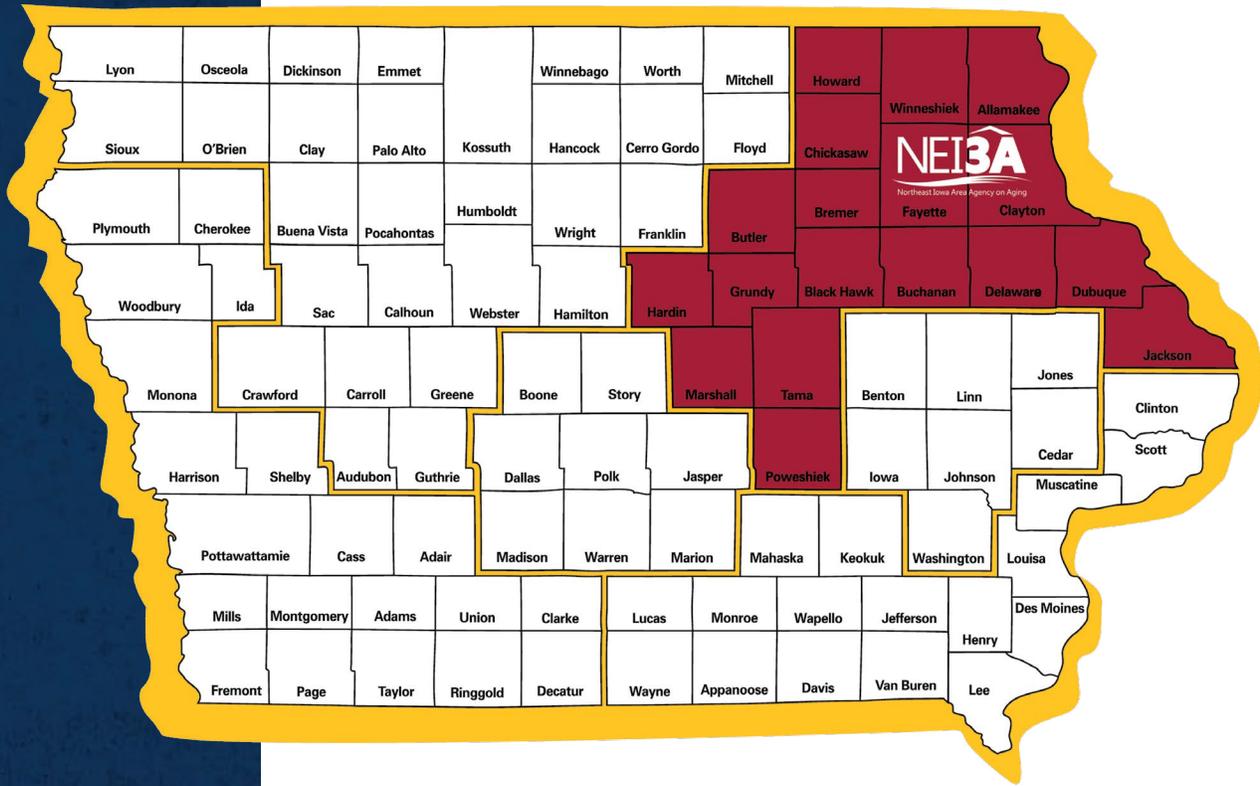
Robert J. Brown
President, Board of Directors



2016 Board of Directors

- Dan Anderson, Tama
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- Gary Bowden, Clayton
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- Bob Clemen, Delaware
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Advisory Committee Represents NEI3A Service Area



2016 Area Advisory Committee

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- Don Wearda, Howard
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Highlights

July 1, 2015 - June 30, 2016

LifeLong Links

- Provided 6,346 consumer contacts with information and assistance.
- Served 2,805 new clients who contacted LifeLong Links.
- Served 2,524 consumers with Options Counseling services connecting them with long term services and supports.
- PSA's, radio, television ads are running throughout the state to promote LifeLong Links and statewide call center.
- Outreach and education efforts to promote LifeLong Links are being done through health fairs, area presentations and attending conferences across our 18 county service area.
- Partnership and collaboration efforts with healthcare, disability communities, employment services, transportation services Senior Health Insurance Information Program (SHIIP) counseling, housing assistance and mobility management.
- Received MIPPA funding to assist Medicare beneficiaries with prescription assistance through the Medicare Savings Program, Low Income Subsidy and Medicare Part D comparisons.
- Outreach and marketing efforts continue through the Advisory Committee, Senior Centers, case managers, area presentations, conferences and articles in the NEighborhood News newsletter. LifeLong Links provided outreach and education on programs and services within our 18 counties to service providers, the medical practitioners and facilities, including hospitals, nursing homes, assisted living facilities, etc.
- Continued collaboration through participation in hospital care transitions community meetings at Waverly Health Center, Unity Point - Grundy County Memorial Hospital & Allen Hospital, and Sumner Community Memorial Hospital for the purpose to safely transition patients from the hospital to home.
- Participated on the statewide Lifespan Respite Coalition in providing respite across the lifespan.
- Participated in statewide training facilitated by Iowa Department of Aging.
- Received \$14,000 United Way Special Assistance funding.

Caregiver Support Program

- Staff provided information, assistance and options counseling to 314 caregivers through 720 contacts.
- Caregiver Support Funding has paid for services to assist caregivers in their responsibilities. Services that are paid for include: respite care, adult day care, homemaking, emergency response systems, personal care assistance and chore services allowing caregivers needed time away to avoid burnout.
- 70 family caregivers were served and funded with supplemental services.
- Monthly open support groups continue to be held in Decorah, New Albin, Cresco, and Oelwein. These are open to any caregiver and are confidential. There was an average of 20 attendees monthly. Speakers are offered quarterly on various topics. Caregivers feel empowered and not alone, after attending.
- Caregiver self care workshops were held in Manchester, West Union and Waterloo in



Highlights Continued

April. Each workshop featured Sally Timmer from the Alzheimers Association and relaxation techniques presentation by Marshall Abbe from UNI.

- Staffed NEI3A table at various health fairs to distribute information about the agency and the caregiver program, specifically.

Older Worker Program – Vocation Rehabilitation

- Conducted face to face meetings for job searching, assisting with internet and newspaper searches, and networking.
- Assisted job candidates with online applications, employer surveys, initial employer contact and follow up phone calls with employers.
- Successfully placed 8 job candidates in jobs during the FY 2016.
- 37 job candidates participated in the Older Worker program.

Case Management

- 912 case management members are currently being served to help them remain in their home with dignity and to maintain their independence.
- A team of 16 case managers making quarterly home visits and monthly contacts with members, service providers, and/or family members to coordinate and monitor services. 93% of case management members received Medicaid Elderly Waiver benefits. The Medicaid Home and Community-Based Services Elderly Waiver provides service funding and individualized supports to maintain eligible members in their own homes or communities who would otherwise require care in a medical institution.
- A team of 4 program coordinators completed annual quality assurance via member survey, provider survey and case manager file audits.
- Implemented three separate brand new systems of case management with the beginning of Managed Care Organizations oversight of Medicaid. Currently the primary Elderly Waiver case management entity for AmeriHealth Caritas for the 18 county region.



Elder Abuse Prevention and Awareness Program

- This was the second year of the Elder Abuse Prevention and Awareness Program (EAPAP) at NEI3A. The focus of the EAPAP program continues to be prevention, intervention, detection and reporting of elder abuse, neglect and financial exploitation of older Iowans. This goal is accomplished by consulting, advocating, and referral to appropriate resources and intervention if needed along with encouraging healthy lifestyle choices. The EAPAP is a service delivery system created through partnerships with Area Agencies on Aging, the Department of Human Services, law enforcement, county attorneys, medical providers, service providers and other community collaborators with oversight provided from the Iowa Department on Aging.

- The EAPAP experienced many transitions as did the entire agency during the privatization of Medicaid as well as the program coordinator leaving NEI3A for other employment. These changes along with receiving additional funding from the Victims of Crime Assistance (VOCA) grant, paved the way for many exciting changes to come in the upcoming fiscal year.
- The VOCA grant allows additional services to be provided to victims of abuse and other crimes and allows for additional staff time to be utilized to meet the need of the growing referrals coming into the program. With the hiring of a new program coordinator, the position will now be a full-time position devoting all time to the growing EAPAP. The change from a part time to a full-time coordinator allows for additional outreach and education by attending community meetings and events in each of the 18 counties in the NEI3A service area throughout the year. The VOCA funding is also planned to allow for additional of part time assistance in all NEI3A regional offices to help ensure that all elders needing services from the EAPAP can be assessed in a timely manner.



Nutrition

- The Seniors Farmers Market program had about \$700 more in food dollars compared to the 2014 level (\$485,542 vs \$484,833) - still a 7.5 % reduction from the 2012 level (\$524,008). Overall, the 2015 season fell in line with previous years: 19,333 Iowa seniors participated the program compared with 19,526 in 2014 and 19,925 Iowa seniors in 2013 and 20,187 in 2012. Of all checks shipped to the AAAs, 98.2% were issued to eligible seniors – about the same as last year’s 98.4%. Another year that reflects your great distribution efforts and the high demand for these checks.
- Of all the Senior FMNP checks served, 81.9% were transferred to farmers market vendors and redeemed at their financial institutions. This is the same redemption rate as in 2014; the redemption rate was 81.8% in 2013 and for 2012 it was 81.6%. Beginning in 2001, the Senior FMNP has consistently seen redemption rates between 81 and 84%.
- Looking at food dollars, the program utilized 97.8% of the USDA 2015 allocation. That figure was 98.9% in 2014, 98.1% in 2013 and 94% in 2012. It looks like we will be returning a little over \$10,700 in unspent food dollars to the USDA FNS. These are very high utilization rates, and many states do not have this kind of food dollar usage. It reflects your hard work and the commitment of seniors to use these dollars at their local farmers markets.
- In the NEI3A area checks were given to 4,119 seniors and the redemption rate was 81.86%
- There were 653 referrals made for home delivered meals over the year. These referrals start with the I&A Specialists through LifeLong Links and then paperwork is finished and meals started through the nutrition department. Meals are usually started within 1-2 days of the referral.
- NEI3A served a total of 143,033 congregate meals at 51 meal sites and 345,912 home delivered meals. These home delivered meals were possible due to the help of many volunteers who delivered them.
- Based on the Nutrition Risk Screening, 62.44% of congregate and 66.54% of home delivered meal consumers either improved their score or had no change in their score. This shows that the meals help consumers stay in their own home.
- Valley Services is providing meals in all 18 counties using existing kitchens and staff. Meal ordering was changed and meal numbers need to be in to Valley by the end of the work day the day before. NEI3A can no longer change numbers the day of the meal. This helps allow for more accuracy and better quality with the program.

Highlights Continued

- A shelf stable meal is still sent out to all home delivered meal consumers and offered to congregate meal consumers in the month of November (it used to be October) for inclement weather. If there is a day NEI3A does not serve meals, they have a meal to eat and then it is replaced with another one.
- Beginning July 1, 2015, those consumers receiving a frozen or shelf stable meal to use as an evening meal or for the weekend, were no longer made available EXCEPT to those consumers who receive these meals under a waiver program, the Elderly Waiver, Health and Disability Waiver, or the AIDS Waiver. This was a budgetary decision of the agency. Letters were sent to those consumers affected letting them know of the change.



Senior Centers

- NEI3A has signed a contract (the third consecutive year) with the Iowa Department of Public Health (IDPH) to continue and to expand delivery of the Fresh Conversations (FC) program. During FY'16, the program expanded to include Arlington, Guttenberg, Maquoketa and Oelwein, with 15 communities now participating. These popular monthly conversations include food tastings, discussion about healthy eating and physical activity. A day-long training session for veteran and new FC Facilitators was held in August. Lots of information was shared about teaching techniques, engaging participants and promoting the program. The new \$50,300 contract will fund further expansion of the program.
- In April, more than 700 people participated in volunteer appreciation across the NEI3A territory. These celebratory events recognized volunteers for the invaluable work they do to support NEI3A services and activities. The programs varied from locale to locale, with a smorgasbord of food, baked goods and treats. Special entertainment was enjoyed at many sites, as were guest speakers. All volunteers were presented with Certificates of Appreciation. And, three individuals and one high school class were recognized at the Governor's Volunteer Awards ceremony held in June at the University of Northern Iowa.
- Staff have been integrally involved in the planning and conduct of health and wellness fairs in Delaware County—Manchester (with 26 vendors and nine information sessions) and Hardin County—Iowa Falls (with 25 vendors and concurrent break-out sessions). Staff and volunteers continue to represent NEI3A at community wellness fairs throughout the 18 county service area, bringing the agency's services and activities to the attention of hundreds of Iowa citizens.
- Staff also participated in myriad local committees to promote senior wellness, including, among others, Waterloo Complete Streets Advisory Committee, Blue Zones Advisory Committee for the Cedar Valley, Waverly Area Partnership for Healthy Living, Northeast Iowa Retired Senior Volunteer Program Advisory Council, Clayton County Community Health Needs Assessment/Health Improvement Plan Advisory Committee, Winneshiek County Emergency Preparedness Coalition, Indie Go-Healthy (Independence), Poweshiek County Health Coalition, and Hardin County Circle of Life.
- In December, nine centenarians were celebrated at NEI3A senior centers and meal sites, with presentation of Certificates of Recognition from the Governor and a good meal.

- Staff again represented NEISA on the statewide Iowa Falls Prevention Coalition, serving on the planning committee for the second Falls Prevention Symposium held at the Des Moines Area Community College in Ankeny in July, with more than 200 attendees. NEISA senior centers continue to hold programs to promote fall prevention strategies and actions to take to reduce falls in Iowa. A variety of programs and events are held in September during National Falls Prevention Month.
- The Grinnell Senior Center has a new home. It moved from the basement of a City building to the first floor of a local church where it enjoys more space and lots of natural light. Nearly 100 guests attended the Open House to celebrate the new location.
- Thanks to a \$1,295 grant from the Jackson County Community Foundation the Jackson County Senior Center in Maquoketa now has a new patio adjacent to the center, outdoor furnishings and plants/flowers. The new outdoor gathering space was inaugurated at a Grand Opening prior to Summer.

Healthy Aging

- Nearly 1,500 individuals pre-registered for the 7th Annual Older Americans Month Walks held in 32 locations in May. This “friend-raising” event continues to grow each year, encouraging senior citizens to improve fitness through walking.
- Two Older Iowan I-WALK projects (funded by IDPH) were accomplished. One established a Walking Club in Independence, the other helped to improve community walkability in Bellevue (where an I-WALK assessment had already occurred earlier in 2015).
- In FY '16, two adult day care programs—in Manchester and Maquoketa—were brought into the NEISA spectrum of services and activities for older people and younger disabled adults. Both programs are required to operate under strict DHS and Medicaid rules and regulations.
- \$12,000 was received from the Black Hawk County Community Foundation to pay for a new Hot/Shot Delivery meal truck.

Evidence-based Programs

- NEISA received \$13,973 from IDPH to continue to promote and provide referrals to the Better Choices Better Health program, with the goal of increased participation in programs by people with diabetes.
- 13 Matter of Balance: Managing Concerns About Falls programs were held in 10 communities, with 137 people completing the popular class.
- Five Tai Chi for Arthritis classes were held in Waterloo, Jesup and Cedar Falls. The Tai Chi classes were offered for the first time this year, and are proving to be quite popular; 73 people completed a Tai Chi class.
- In August 2015, 10 persons were trained to be coaches for the Matter of Balance program. These individuals continue to be mentored as they lead their first classes.
- Four people were trained in March of 2016 to become Peer Leaders for the Better Choices Better Health program. They await the opportunity to lead their first classes. Efforts are underway to offer this excellent program, but low registration has resulted in cancellation of five BCBH classes.



Highlights Continued

Transportation

- Funded 26,799 bus trips for 595 seniors for trips to medical appointments, pharmacies, senior centers/ meal sites and grocery stores.

Consumer Protection Division and SHIP National Technical Assistance Center

The State Health Insurance Assistance Program National Technical Assistance Center (SHIP TA Center) at NEI3A serves the general public and the 54 SHIP programs nationally.

- *For the public: The center promotes the SHIPs nationally and enhances the public's access to their SHIP.*
- *For SHIPs: The center helps interested SHIPs train their staff and volunteers, manage their volunteer programs, and educate Medicare beneficiaries.*

In its second year, the SHIP TA Center provided the following services to the general public:

- Online SHIP locator at www.shiptacenter.org
 - Used by both the general public and 1-800-Medicare
 - Searched an average of 22,000 times each month (37% increase this year)
- National toll-free number: 877-839-2675
 - Receives an average of 150 calls each month (50% increase this year)

In its second year, the SHIP TA Center provided the following services to SHIPs nationally:

- SHIP Login, the password-protected area of www.shiptacenter.org, was accessed an average of 4,600 times each month (nearly tripled in the past year). It provided SHIPs with access to these key services:
 - Online SHIP counselor certification tool (used by 75% of the SHIP programs)
 - Online SHIP counselor training courses (21 courses, used an average of 150 times per day by 50% of the SHIP programs)
 - SHIP Resource Library of materials created by and for SHIPs (accessed over 700 times monthly)
 - Online calendar of events (New in August!)
- Medicare Minutes: Monthly beneficiary education scripts and handouts
- SHIP Volunteer Program Management Manual
- Training webinars (39 conducted; attended by over 2,500 SHIP representatives)
- Medicare experts to answer individual SHIP counselor questions about complex cases
- Conference presentations on Medicare and Volunteer Management (five)

The SHIP TA Center is staffed by Ginny Paulson, SHIP TA Center Director, Jeanne Mentel, SHIP TA Center Program Coordinator, and Angela Burk, SHIP TA Center Communications and Technology Manager. Support is also provided by the Senior Medicare Patrol (SMP) National Resource Center staff, particularly for project planning, webinars, and publications. The SHIP TA Center contracts for: Medicare subject matter expertise from consultant Mike Klug; Medicare training and online counselor training and certification services from the Medicare Rights Center; volunteer program management expertise from consultant Steve McCurley; website development from Technical Frontiers, Incorporated; SHIP needs assessments from Health Benefits ABCs.

SMP National Resource Center

NEI3A hosts the SMP National Resource Center grant which provides resources and support to 53 Senior Medicare Patrol projects including the District of Columbia, Guam, and Puerto Rico since 2003.

- The SMP Center assisted The Administration for Community Living (ACL) in launching a new data entry system for SMPs, SMP Information and Reporting System (SIRS), which included the production of several webinar based trainings and six job aids. The SMP

Center also updated five manuals, four training kits, four online assessments, and the online self-paced training module.

- The SMP Center produced and/or hosted 80 webinar events and eight new SMP director orientations in the past year.
- The SMP Center hosted monthly mentor calls that provided SMPs with an opportunity to share best practices and ask other SMPs about advice and information relating to Medicare scams throughout the country.
- The SMP Center's website had an average of 166 users per day and over 21,400 users which visited the website in the past year.
- The SMP Center's SMP Resource Library is a password protected source and is utilized by SMPs, partners, and ACL. Currently there are 1,084 users and 936 resources in the SMP Resource Library.
- The SMP Center produces news publications as a resource for the SMP projects. The publications include, The Sentinel (quarterly), What's New (monthly), and SMP News (bi-weekly).
- The SMP Center provides a national toll-free number for individuals who need information about their local SMP program. The Center had 1,004 toll-free calls in the past year.

Iowa Senior Medicare Patrol

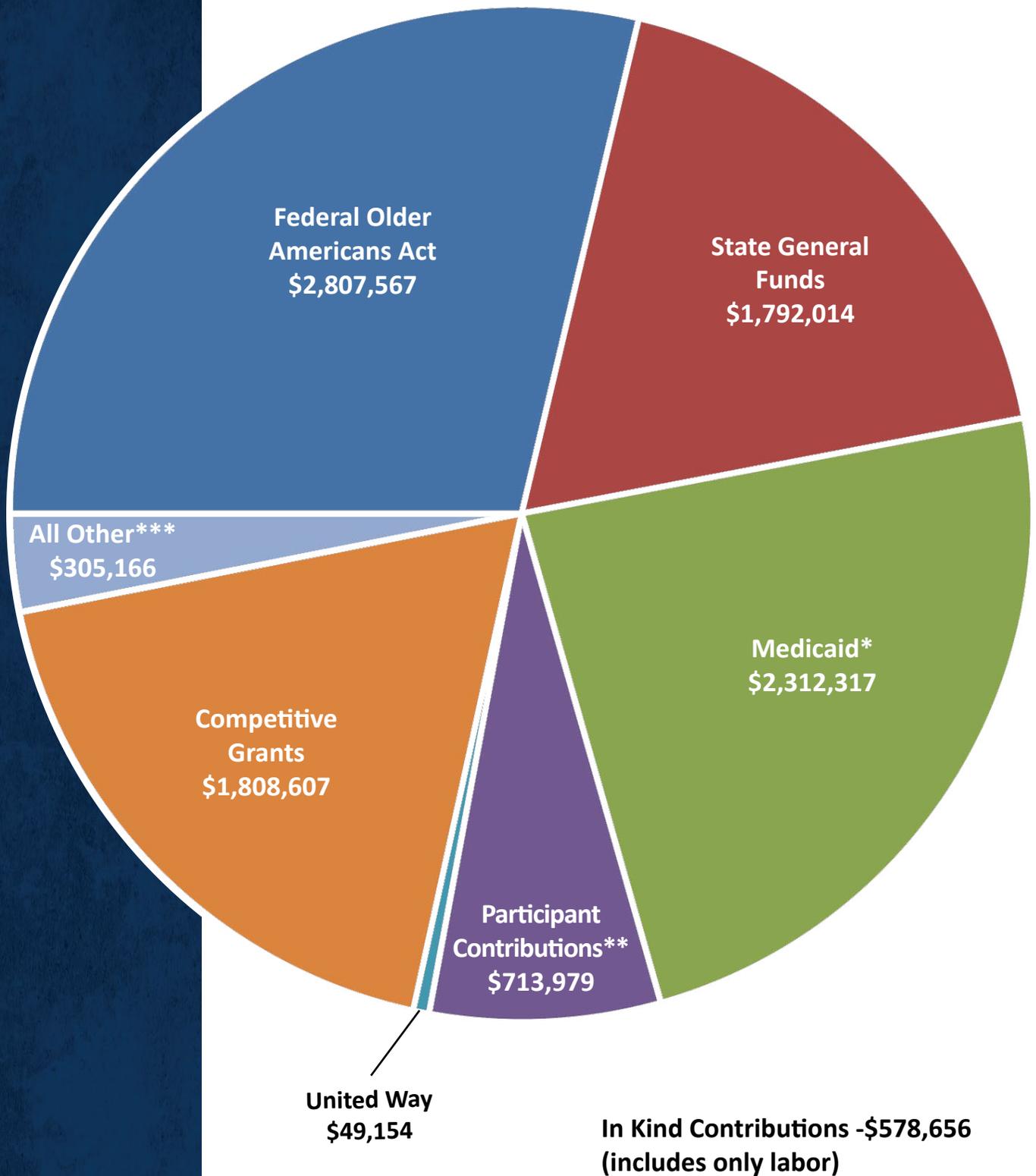
NEISA is home to the Iowa Senior Medicare Patrol Program covering all 99 counties of Iowa for the past 19 years. There is one SMP project in each of the 50 states and in the District of Columbia, Guam and the U.S. Virgin Islands. The SMP project receives grants to recruit and train retired professionals and other senior citizens to recognize and report instances or patterns of health care fraud. During the past year (July 1, 2015 – June 30, 2016) the Iowa SMP program has:

- Led 42 active volunteers in Iowa who along with Iowa's AAA staff, informed Medicare beneficiaries, caregivers and community organizations of serious impact of Medicare fraud, waste and abuse upon Medicare benefits. Our efforts reached the following:
 - 308 group outreach and education events
 - 9,598 estimated number of people reached through outreach efforts
 - 402 individual interactions with or on behalf of a beneficiary
- Hired three part-time Iowa SMP Volunteer Coordinators to cover western Iowa to help spread the SMP message.
- Conducted three site assessments and regional spring meetings in Washington, Charles City and Jefferson. IA SMP had 38 individuals attending the day-long regional trainings.
- Partnered with Cedar Falls Currents magazine which reaches 17,000 households with the SMP message.
- Participated in the Fraud Fighters Forum with the Iowa Insurance Division in Waterloo, Coralville, Des Moines and Sioux City.
- Distributed News You Can Use newsletter and Medicare Minutes materials, monthly information on errors, fraud and abuse happenings in Iowa and updates on Medicare.
- Created informational brochures on Top Scams Targeting Seniors and SMP Volunteer Recruitment.
- Created Facebook page in November 2015. As of June 30, had 225 Likes (followers). It was created to help us reach the entire state of Iowa to help educate the public about our message and current scams to be on the lookout for.
- Eight new/active volunteers and thirteen partner staff trained and working throughout the state.



Sources of Funding

Total Funding FY 2016
\$9,788,804



* Case Management and Home Delivered Meals for qualified individuals

** All services provided by NEISA are on a contribution basis as required

*** Includes fundraising, private contributions and other local cash

FY16 Units of Services Provided

Program	# Unduplicated Clients	# of Units	Unit Type
Personal Care	38/0	801	1 Hour
Homemaker	217/0	14,591	1 Hour
Chore	42/0	3,227	1 Hour
Home Delivered Meals	2,046/0	217,919	1 Meal
Adult Daycare	7/0	2,753	1 Hour
Case Management	1,534/0	7,917	1 Hour
Congregate Meals	4,056/0	143,033	1 Meal
Assisted Transportation	387/0	12,462	1 One-way Trip
Transportation	208/0	14,337	1 One-way Trip
Legal Assistance	0/724	724	1 Hour
Nutrition Education	2,279/0	9,868	1 Session Per Consumer
Information & Assistance	2,805/0	6,346	1 Consumer Contact
Outreach	83/0	2,361	1 Consumer Contact
Health Promotion & Disease Prevention	326/0	8,939	1 Consumer
Evidence Based Health Activities	203/0	271	1 Consumer Per Program
EAPA Consultation	19/0	62	1 Hour
EAPA Assessment & Intervention	9/0	33	1 Hour
EAPA Training/Education	0/39	155	1 Hour
Training/Education	0/1,281	1,281	1 Hour
Options Counseling	610/0	2,524	1 Hour
Material Aide	269/0	2,090	1 Consumer
Caregiver Access Assistance	202/0	459	1 Consumer
Caregiver Self-Directed Care	2/0	2	1 Consumer
Caregiver Counseling	24/0	34	1 Session per Consumer
Caregiver Information Services	0/4	4	1 Activity
Caregiver Respite	138/0	7,433	1 Hour
Caregiver Supplemental Services	70/0	591	1 Consumer
Caregiver Options Counseling	112/0	261	1 Hour
Home Delivered Ineligible Meals	371/0	60,483	1 Meal

Message From the CEO



This past year, similar to the past five, was again full of new challenges, new opportunities, and new changes. The “new normal” of Medicaid managed care has settled in as staff have adapted to new systems of care, new payment methods, and lots and lots of ever changing rules and regulations. The agency has fewer employees than it did just a year ago, but has continued to grow and diversify services and funding sources.

A few years ago we embarked on a plan to develop new business strategies, new ways of doing our important work for seniors, and interacting with new “players” in the system. All of this change was done to, hopefully, create new opportunities for the future. The transition of Medicaid from the State to the private companies came with lots of uncertainty and our development was based on gathering the best information we could at the time, using history where applicable, and at the end of the day, crossing our fingers and hoping we were making the right decisions!

While there is still work to do I feel that all of the hard work by our employees has been validated by the success this organization has had in this transition. We are strong financially, and our programs and processes are proving to be effective in this changing service system. We have begun to see growth in service requests, increased interest in partnerships, and are once again emerging as an example of a flexible, mission focused human service agency.

Finally, the most recent change I have to admit, is of my doing. As you are reading this letter I will have already begun my tenure in my new role as the Executive Director of an Area Agency on Aging in Florida. Like all other changes/transitions this move was not an easy decision for me. I have been an “Iowa Guy” since moving to Lake Mills, Iowa when I was fourteen years old. The state of Iowa has been amazing to me and my family and we have been blessed beyond measure with the friendships, growth, and amazing lifestyle that comes from living in the Panther State (Go UNI!).

I am leaving with nothing but confidence in NEI3A and could not be more pleased that Donna Harvey made the decision to return to her old stomping grounds. Her knowledge, passion, and dedication to the aging network is unparalleled, and I look forward to staying connected to NEI3A through our continued partnership across the AAA network.

In closing I would like to thank the employees and volunteer leadership of NEI3A for your support, your guidance, and your patience. But most of all, I want to thank you for the important and life-changing work you do every single day. You are truly the epitome of Servant Leaders and I am proud to call you my friends!

Sincerely,
Mike Isaacson



*Living safe and independent lives with
dignity, purpose and self-determination.*



**Northeast Iowa
Area Agency on Aging
Regional Offices**

**2101 Kimball Avenue, Ste. 320
Waterloo, IA 50702**

**607 Washington Street
Decorah, IA 52101**

**2728 Asbury Road
Dubuque, IA 52001**

NEISA serves 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.

Northeast Iowa Area Agency on Aging provides services and employment to all persons without regard to race, color, gender, gender identity, sexual orientation, national origin, age, religion, creed, political affiliation, or mental or physical disability or any other protected status, except where required by law.

**Phone: 319-874-6840 or 866-468-7887
Fax: 319-272-2455**