

Consumer Waitlist and Prioritization Policy

Effective: 7/1/2020

Revised: 7/1/2022

Policy: Northeast Iowa Area Agency on Aging (NEI3A) utilizes a waitlist when a service is not available for immediate service provision and likely to become available within six months.

Procedure: NEI3A implements a waitlist when consumers have needs that exceed the agency's funding or staffing capacity. NEI3A notifies the public through posting waitlist and prioritization documents on the NEI3A website. NEI3A also notifies the Iowa Department on Aging per Reporting Manual requirements.

Waitlisted consumers complete program eligibility determination through OAA Services Intake and/or Options Counseling to ensure NEI3A serves consumers of the greatest economic needs, social needs, at risk for institutional placement, and frail as defined by the Iowa Department of Aging's Reporting Manual. Consumers are assigned a priority score and waitlist positioning based on needs assessment.

Eligible consumers with needs that are likely to be met within six (6) months are placed on the waitlist. Prior to waitlist placement consumers are offered the option of paying privately, referrals to non-Area Agency on Aging services, and assistance in completing other benefit applications.

Consumers are screened for greatest economic need, social need, frail and at risk of institutionalization per Reporting Manual Definitions.

Consumers who experience greater than six (6) months wait receive a follow-up from an Aging Specialist to ensure continued eligibility and assess for further unmet needs.

Consumers are removed from the waitlist upon NEI3A securing funding, attrition of current consumers, or expansion of service program. Additionally, consumers are removed from the waitlist by their choice, securing similar services or are unable to be reached.

Consumers with an identified service unmet need that is unlikely to become available within six (6) months are not placed on the waitlist. The unmet needs are tracked through Wellsky.