TARC Preconference Training

February 4, 2025

Agenda

Discussion Item	Presenter	Time Allocated
Welcome	Katlyn Le, OAAA Director	1:30 PM
Caregiver Presentation and Feedback Session	Office of Aging Services Coordination	1:30-2:30 PM
State Plan on Aging & OAA New Regulations Update	Katlyn Le, OAAA Director Trina Cortez, Program & Policy Unit Manager	2:30-3:00 PM
Break		3:00-3:15 PM
SGR Funding & Data Management Expenditure	Lori Conner, Finance & Contract Unit Manager	3:15-3:45 PM
State Performance Report (SPR) & 2-Year Variance Explanations	Betty Flores, Data & Reporting Unit Manager	3:45 – 4:00 PM
AAA Communications/ Qualtrics Training	Katlyn Le, OAAA Director Betty Flores, Data & Reporting Unit Manager	4:00 - 4:45 PM
Q & A		4:45 – 5:00 PM

Caregiver Presentation

Office of Aging Services Coordination

State Plan on Aging & OAA Regulations

Katlyn Le, Director, Office of Area Agencies on Aging

Trina Cortez, Manager, Program and Policy Unit

State Plan on Aging (SPOA)

Health & Human Services Commission (HHSC) in accordance with the Older Americans Act (OAA):

- Serves as the State Unit on Aging (SUA) for Texas
- Maintains responsibility for development of State Plan on Aging
- Submits the SPoA to U.S. Administration for Community Living (ACL) for approval
- Receives Older American Act (OAA) funds through this process

State Plan on Aging provides:

- Platform to share vision & direction for Texas' Aging Services Network
- Opportunity to share priorities and strategies for improving the lives of older adults, people with disabilities, and their caregivers living in Texas
- Opportunity for alignment with Local Area Agencies on Aging across Texas

State Plan on Aging

- Current SPoA covers Federal Fiscal Year 2023–2025
- HHSC is working to draft the upcoming SPoA for FFY2026 – 2028
  - **Submission to ACL Regional Office:** June 1, 2025
  - **Final Submission to ACL:** July 1, 2025

FFY2026- 2028 SPoA Progress

- ✓ Public Needs Assessment Survey – Completed

- ✓ Review of 28 Area Plans – Completed

- ✓ Draft SPoA – Completed

- • Public Comment Period – To Be Announced

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FFY2026- 2028 SPoA Proposed Goals

Texas' 2026-2028 SPoA includes the following proposed goals:

- **Goal 1:** Support older adults to age in place within their community
- **Goal 2:** Increase awareness about caregiving and the support available
- **Goal 3:** Improve communication and collaboration among Texas state agencies, AAAs, providers, and community-based organizations
- **Goal 4:** Strengthen Aging Services Network infrastructure

Within the SPoA, each goal includes a series of objectives, strategies, performance measures, and outcomes.

OAA New Regulations

Update and Next Steps

OAA Regulations Update

Upcoming Changes:

- Implementation of Grab & Go meals – Tentatively FFY26

- Updating contractual requirements to comply with SUA's responsibilities relating to contract management and subrecipient monitoring

- Updating Area Plan template to align with SPoA and new public comment requirement

- Outreach and collaboration efforts with Title VI programs

OAA Regulations – Implementation Plan

- Initiate workgroups with AAAs for feedback and suggestions on the revisions to the Texas Administrative Codes (TAC) and AAA Policy & Procedure Manual (AAAPPM)

- OAAA will implement policies & procedures updates that do not impact TAC as soon as October 2025

- In addition, OAAA will be updating TAC and AAAPPM to align with current practices, such as:

  - Removing references to DADS

  - Removing references to requirements that are no longer in effect

  - Creating new policies and procedures to document current processes

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OAAA Operations Updates

- FFY25 SGR Allocation

- Invoicing Process Workgroup Updates

- Grant Management Solution (GMS)

Break

SGR Funding and Data Management Expenditure

Lori Conner, Manager, Finance & Contract Unit

State General Revenue (SGR)

- The allocations of State General Revenue (SGR) issued to AAAs as State General Revenue – Other, includes the State's non-Federal share (5%) applicable to its allotment to be spent for services and administration of Title III B, C1, C2, and E awards.

- The match for the various service and administration percentages may be met with state and local funds, and non-cash in-kind contributions.

- The SGR funds may be used to assist AAAs in meeting the match requirements for Title III funds expended.

SGR Funding and Data Managment

The Notice of Award Terms and Conditions note the requirements for participation:

➢ **Part B, C1, C2, D, and E**: **State Plan and Area Plan Administration costs cannot exceed 75%**, Area Plan Administration costs may not be allocated to Part D (OAPH). The remaining 25% represents the State and local matching share.

➢ **Part B, C1 and C2**: **Service Costs: Federal participation cannot exceed 85%** of the total III-B (less Long-Term Care Ombudsman services outlays), C-1 and C-2 for service costs. The remaining 15% represents the State and local matching share, of which **one third (5%) must come from State sources.**

➢ **Part E**: Service Costs: Federal participation cannot exceed 75% of the total III-E service costs. The remaining 25% represents the State and local matching share.

Fund Source	NFA Totals	Categorial Transfers per Budgets	Balance after Categorical Transfers	Total Expenditure	Fund Balances	Percentage Remaining
Title III-B	$ 27,226,245	$ 5,063,365	$ 32,289,610	$ 19,345,151	$ 12,944,459	40%
Title III-C1	$ 37,984,857	$ (10,576,683)	$ 27,408,174	$ 12,223,571	$ 15,184,603	55%
Title III-C2	$ 24,935,462	$ 5,487,328	$ 30,422,790	$ 15,581,790	$ 14,841,000	49%
Title III-D	$ 1,833,412		$ 1,833,412	$ 851,036	$ 982,376	54%
Title III-E	$ 12,316,448	$ (266,775)	$ 12,049,673	$ 5,272,214	$ 6,777,459	56%
Title III-E ORC		$ 252,293	$ 252,293	$ 222,493	$ 29,800	12%
Title VII-EAP	$ 273,891		$ 273,891	$ 239,400	$ 34,491	13%
Title VII-OM	$ 1,494,314		$ 1,494,314	$ 1,429,357	$ 64,957	4%
SGR Title III-E Match		$ 1,751,150	$ 1,751,150	$ 1,644,738	$ 106,412	6%
SGR - Other	$ 4,467,228	$ (1,691,694)	$ 2,775,534	$ 2,788,778	$ (13,244)	0%

Fund Source	NFA Total	Categorical Transfer	Balance after Transfers	Expenditure	Fund Balances	% Remaining
Title III-B	$ 21,305,328	$ 4,765,198	$ 26,070,526	$ 7,822,448	$ 18,248,078	70%
Title III-C1	$ 29,813,999	$ (7,916,981)	$ 21,897,018	$ 6,100,245	$ 15,796,773	72%
Title III-C2	$ 19,526,457	$ 3,151,783	$ 22,678,240	$ 8,916,040	$ 13,762,200	61%
Title III-D	$ 1,789,025		$ 1,789,025	$ 651,014	$ 1,138,011	64%
Title III-E	$ 9,531,007	$ (176,804)	$ 9,354,203	$ 2,970,574	$ 6,383,629	68%
Title III-E ORC		$ 176,804	$ 176,804	$ 12,346	$ 164,458	93%
Title VII-EAP	$ 273,891		$ 273,891	$ 115,451	$ 158,440	58%
Title VII-OM	$ 1,494,314		$ 1,494,314	$ 578,003	$ 916,311	61%
NSIP	$ 1,275,979		$ 1,275,979	$ 707,679	$ 568,300	45%
HICAP (04/01/24 - 03/31/25)	$ 960,807		$ 960,807	$ 397,629	$ 563,178	59%
HICAP (04/01/25 - 03/31/26)						
MIPPA Priority Area 2 (09/01/24 - 08/31/25)	$ 1,042,959		$ 1,042,959	$ 99,653	$ 943,306	90%
MIPPA Priority Area 2 (09/01/25 - 08/31/26)						
Housing Bond (09/01/24 - 08/31/25)	$ 150,000		$ 150,000	$ 18,947	$ 131,053	87%
SGR HDM Rate Increase	$ 1,332,012		$ 1,332,012	$ 313,412	$ 1,018,600	76%
SGR Title III-E Match		$ 1,657,107	$ 1,657,107	$ 295,627	$ 1,361,480	82%
SGR - Other	$ 4,467,228	$ (1,657,107)	$ 2,810,121	$ 1,404,970	$ 1,405,151	50%
Ombudsman GR (09/01/24 - 08/31/25)	$ 1,667,074		$ 1,667,074	$ 519,582	$ 1,147,492	69%
Total	$ 94,630,080		$ 94,630,080	$ 30,923,620	$ 63,706,460	67%

Data Management Expenditures

Service Definition

- **Administration Services:** services include developing and implementing an area plan based on the OAA; procuring services, managing contracts; reporting; reimbursement; accounting; auditing; monitoring; and quality assurance.

- **Data Management:** service are activities directly related to data entry and reporting for services **not** directly provided by the AAA.

Unallowable activities: (examples from DM Templates)

- Data entry for billing

- Assists with monitoring, updating program income and match for all services provided by AAA

- Miscellaneous costs include Accounting and Reception

- Listing of staff positions with no description of activities Senior Accountant, Program Monitor

SPR FFY24: Guidance for 2-year Variance Explanations

Betty Flores, Data and Reporting Unit

Guidance for 2-year Variance Explanations

✓ Explain each variance that exceeds the +/- 10% threshold.

✓ If a single explanation applies to different data points, it's ok to repeat or copy the same explanation for each variance.

✓ Don't just note that a variance exists, instead your explanation must detail the "what" and "why" related to the change.

✓ Explanation should be descriptive to support the reason the change occurred between one year and the next and impact to the service delivery.

✓ If another fund source causes the variance, please identify the other funding source.

✓ Review your variance for contradictions; for example, your data shows a decreased variance (units/clients/expenditures) but in your explanation it is explaining an increase or vice versa.

Guidance for 2-year Variance Explanations

✓ If you have questions or concerns about the accuracy of the data in the 2-year variance report, please engage the State Office for additional research before submitting your variance explanations.

✓ For zeroes or missing data ($0 expenditures, 0 units or 0 clients), please be prepared to provide an explanation; you should be maintaining good records and notes to support zeroes or missing values; especially if you have reported expenditures.

Not Good	Good (Preferred)
"Home Delivered Meal decreased due to decrease in people served."	"Home Delivered Meals: In FY23 our agency-initiated grab and go clients through special initiatives and these clients impacted the persons count. The grab and go option was discontinued in FY24, therefore there were no grab and go clients in FY24. This impacted both persons and units. The expenditures were not impacted due to costs and rates for HDM remained consistent between FY23 and FY24 for all vendors including our common providers."

Not Good	Good (Preferred)
"Increase in persons served was due to pandemic."	"The increase in the number of persons served was primarily driven by growing client demand for personal care services. This surge was further supported by a post-COVID workforce rebound among providers, who had faced considerable challenges with hiring and retaining care attendants over the previous two fiscal years. As a result, we are now better equipped to meet and exceed client expectations more efficiently."

Not Good	Good (Preferred)
"Additional costs led to an increase in total expenditures."	"This fiscal year, there was an increase in the cost per unit as a majority of Contractors increased their rates this fiscal year in an attempt to hire and retain Provider staff. AAA Care Coordinators increased the number of units authorized per client to help with retaining Provider staff because the hours authorized made it worth their effort to accept the assignment, leading to the overall increase in the number of units of service and a reason for the reduction in the number of persons served."

Not Good	Good (Preferred)
"Increased benefit counselor activity led to more persons served."	"AAA Benefits Counselor worked to increase the number of persons served in this category, therefore increasing the number of units of service. However, due to receiving less MIPPA and SHIP funds in FY24, this caused a need to increase Title III funding to support this service category. Also, AAA made the decision to transition a part-time Benefits Counselor position to a full-time one."

AAA Communications and Qualtrics

Katlyn Le, Director, Office of Area Agencies on Aging

Betty Flores, Manger, Data and Reporting Unit

AAA Help Desk Inbox

Current Operation	New Operation	Benefits
• AAAs email inquiries, feedbacks, notices etc. to the AAA Help Desk Inbox • OAAA staff replies via the inbox	• AAAs to submit inquiries, feedbacks, notices, etc. via Qualtrics • OAAA staff will reply via their email inbox	1. Reduce response time 2. Increase accountability 3. Ability to capture data to identify trends for training needs 4. Improve consistency with responses

- Effective, 2/5/2025: AAA Help Desk Inbox will be deactivated. Please submit all inquiries via Qualtrics.

- Please do not resubmit your questions; we will continue to closeout all inquiries that was previously sent to the AAA Help Desk Inbox.

OAAA Communications

Qualtrics Help Desk

- Purpose: Platform for AAAs to submit questions/feedback to OAAA

- Replacement for the AAA Help Desk inbox

OAAA Info Inbox

- Purpose: Inbox to distribute communications to all 28 AAAs

- Info.OAAA@hhs.texas.gov

OAAA Invoices Inbox

- Purpose: Inbox to receive and facilitate communications to AAA and other contractors specifically for invoices

- AAA.invoices@hhs.texas.gov

OAAA Contract Inbox

- Purpose: Inbox to facilitate communications relating to audits, contract requirements, etc.

- OAAA.ContractManagement@hhs.texas.gov

Other Applications

AAA Network SharePoint

- Repository for AAA Resources such as templates, procedure documents, policies, training slide decks etc.

SFTP

- Platform for AAA to submit deliverables and for OAAA to release confidential files to AAA

Qualtrics Help Desk Process

1. To submit an inquiry:

   ◊ Access the form via the link: Agency Form

   ◊ Select a category

   ◊ Review the FAQ, if the FAQ did not answer your question, proceed to the next page to submit your inquiry.

2. Once an inquiry has been submitted, it will automatically route to an assigned SMEs based on the selected category

3. AAA will receive an email from OAAA staff with the response

4. If you are unable to access Qualtrics, please email OAAA management team

5. If you don't hear back from our team with an answer or an update, please email the OAAA management team

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OAAA Management Team

Name	Unit	Email Address
Katlyn Le	OAAA Director	Katlyn.le@hhs.texas.gov
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Thank You!