

NEW YORK STATE OFFICE FOR THE AGING

2 Empire State Plaza, Albany, NY 12223-1251

Kathy Hochul, Governor

An Equal Opportunity Employer

Greg Olsen, Acting Director

PROGRAM INSTRUCTION

Number 23-PI-11

Supersedes 19-PI-29

Expiration Date N/A

DATE: August 31, 2023

TO: Area Agency on Aging Directors

SUBJECT: 2023 Unmet Need Data Collection

.....
ACTION REQUESTED: All Area Agencies on Aging (AAA) must complete and submit the 2023 electronic Unmet Need Data Form contained in this Program Instruction to NYSOFA. The Unmet Need Data Form must be submitted by September 29, 2023; and the last Friday of September every year thereafter.

BACKGROUND:

Addressing the unmet needs of older adults and caregivers continues to be a focus of the Governor, the Legislature, New York State Office for the Aging (NYSOFA), and the Aging network. Services provided by the Aging network are valued for their effectiveness in allowing older adults to remain in their homes through the provision of community based long term care services, reducing future Medicaid spending. Since 2019, the Enacted State Budget, as approved by the Legislature, has included \$99 million to address Unmet need.

PURPOSE:

This Program Instruction provides guidance for the AAAs on how to complete and submit the electronic 2023 Unmet Need Data Form. For the purpose of this Program Instruction NYSOFA defines unmet need as an inability of the AAA to meet identified

service needs of eligible individuals. The standardized collection of Unmet Need data will be used for statewide programmatic analysis and for future Unmet Need funding allocations for each planning and service area.

USE OF FUNDS:

Unmet Need funds are used to provide services to individuals to support their ability to remain in the community with independence and quality of life. Funds can be used flexibly to meet locally determined needs. All State, federal and program requirements associated with the provision of specific services still apply.

Unmet need funding used for EISEP & CSE EISEP-like services is subject to cost share regulations pursuant to 9 NYCRR §6654.6. If it is determined that paying the Unmet Need cost share would be a hardship to the client, the AAA may provide those services without requiring the client to pay the cost share. The AAA's rationale and any supporting documentation behind providing a service without requiring the client to pay the cost share must be documented in the client's record and kept on file at the AAA.

Annual allocations of Unmet Need funding may be used to turn on services, or to continue to provide services as needed by the older adult.

FLEXIBILITY:

If a client is eligible to receive a service that is not available, the AAA should work to serve those clients through other services. It is NYSOFA's intent to support innovation and flexibility with Unmet Need funds.

LOCAL MATCH:

The appropriation language waives the local match requirement for Unmet Need Funding allocations.

INSTRUCTIONS FOR COMPLETION AND SUBMISSION OF THE 2023 UNMET NEED DATA FORM:

All AAAs are required to complete and submit the electronic 2023 Unmet Need Data Form by **September 29, 2023**; and the last Friday of September each year thereafter. The Form is available at the following link:

<https://www.surveymonkey.com/r/2023UnmetNeedDataCollectionForm>

When filling out the Unmet Need Data Form, if the AAA is maintaining a list of those awaiting services, indicate the current number of individuals in need of service per each service type.

The AAA will be required to certify that the data representing the number of individuals in need of each service is accurate based upon the data available to the AAA at date of submission. Please be advised, the AAA must maintain documentation of the process used for the collection of the unmet need data, to be provided to NYSOFA upon request.

Note: When using the electronic form all questions require a response to be entered. AAAs will be able to save and submit, and then return to previously saved data by accessing the link through the same internet browser. All data must be submitted by September 29, 2023. The link will not be available after that time.

Attachment A: Contains a sample of the electronic form in PDF format, for reference purposes only. All responses must be submitted using the link provided.

PROGRAMS AFFECTED:

- | | | | | |
|--------------------------------------|---|--|---------------------------------|---------------------------------|
| <input type="checkbox"/> Title III-B | <input type="checkbox"/> Title III-C-1 | <input type="checkbox"/> Title III-C-2 | | |
| <input type="checkbox"/> Title III-D | <input type="checkbox"/> Title III-E | <input type="checkbox"/> CSE | <input type="checkbox"/> WIN | <input type="checkbox"/> Energy |
| <input type="checkbox"/> EISEP | <input type="checkbox"/> NSIP | <input type="checkbox"/> Title V | <input type="checkbox"/> HIICAP | <input type="checkbox"/> LTCOP |
| <input type="checkbox"/> NY Connects | <input checked="" type="checkbox"/> Other: Unmet Needed | | | |

CONTACT PERSON: Aging Services Representative