



**2025**  
**OLDER AMERICANS ACT/LOCAL SERVICE PROGRAMS**  
**REQUEST FOR QUALIFICATION**  
**EXHIBIT B: OLDER AMERICANS ACT PRIORITIZATION POLICY AND PROCEDURE**

Area Agency on Aging of Pasco-Pinellas, Inc.  
Older Americans Act Prioritization Policy and Procedures  
Revised as of August 2024

All service providers funded under the Older Americans Act will prioritize clients to ensure services are provided to older individuals with greatest economic need and older individuals with greatest social need. To the maximum extent feasible, services are to be provided to low-income minority individuals, older individuals residing in rural areas, older individuals with limited English proficiency, and elders at risk of institutional placement. The need for service will be prioritized for all eligible individuals prior to service and at annual reassessment. All service providers, with the exception of information and referral, will use these priority procedures as approved by the Area Agency on Aging Board of Directors.

Procedures:

1. All Older Americans Act providers will formulate their own program specific priority policy procedures and forms and submit them to the Area Agency on Aging (AAAPP) for approval. Changes to the established policy and procedures must also be approved by the Area Agency prior to implementation.
2. Referrals received by the service provider must be prioritized based on the following:
  - a. Low-income minority individuals
  - b. Older minority individuals
  - c. Older individuals residing in rural areas
  - d. Older individuals with greatest economic need
  - e. Older individuals with greatest social need
  - f. Older individuals at risk of institutional placement
  - g. Older individuals with limited English proficiency
  - h. Service-specific requirements, which are consistent with DOEA minimum standards for the service. (Note: Service providers using numerical scoring should provide justification for numbers).
  - i. Intake Screening and Assessment Risk Score (DOEA 701 A, B or C) as required for OAA Registered Services.
3. A list of applicants waiting for service and screened under these procedures must be kept by the service provider and made available at the time of AAAPP monitoring visits. The service provider must develop systematic procedures, with consideration given to the prioritization process, for selecting the next eligible individual to be served.
4. Documentation in writing, of all conflicts, problems and incidents arising from the use of these procedures must be kept by each service provider.

Definitions: Older Americans Act of 1965 as amended in 2020.

The term, "**Greatest Economic Need**": means the need resulting from an income level at or below the poverty line.

The term, "**Greatest Social Need**": means the need caused by non-economic factors, which include-

- (A) physical and mental disabilities;
- (B) language barriers; and
- (C) cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, that -
  - (i) restricts the ability of an individual to perform normal daily tasks; or
  - (ii) threatens the capacity of the individual to live independently.

The term, "**Low-income**": is defined as 125% of the Federal Poverty Level which refers to the official poverty line as established by the Department of Health and Human Services.

The term, "**Risk of Institutional Placement**": is defined as with respect to an older individual, that such individual is unable to perform at least 2 Activities of Daily Living without substantial assistance (including verbal reminding, physical cuing, or supervision) and is determined by the State involved to be in need of placement in a long-term care facility.

The term, "**Rural**": is defined by the Department of Elder Affairs as residing in an area with a population density

of less than 100 individuals per square mile or an area defined by the most recent U.S. Census as rural. The term, "**Limited English Proficiency**": is defined by the Department of Elder Affairs as residing in an area with a population density of less than 100 individuals per square mile or an area defined by the most recent U.S. Census as rural.