

CHAPTER 2  
DEPARTMENT ON AGING  
[Prior to 1/27/10, see Elder Affairs Department[321] Ch 2]

**17—2.1(231) Mission statement.** The mission of the department on aging is to develop a comprehensive, coordinated and cost-effective system of long-term living and community support services that help individuals maintain health and independence in their homes and communities.  
[ARC 8489B, IAB 1/27/10, effective 1/7/10; ARC 0621C, IAB 3/6/13, effective 4/10/13]

**17—2.2(231) Definitions.** Words and phrases as used in this chapter are as defined in 17—Chapter 1 unless the context indicates otherwise.  
[ARC 8489B, IAB 1/27/10, effective 1/7/10]

**17—2.3(231) Department established.**

**2.3(1) Authority.** The Iowa department on aging is established by Iowa Code chapter 231 and is the sole state agency responsible for administration of the federal Act.

**2.3(2) Contact information.** General correspondence, inquiries, requests for information or assistance, complaints, or petitions may be sent to or obtained from the following sources:

- a. By mail addressed to: Director, Iowa Department on Aging, Jessie Parker Building, 510 East 12th Street, Suite 2, Des Moines, Iowa 50319;
- b. By telephone at (515)725-3333 or 1-800-532-3213; or
- c. From the website at [www.iowaaging.gov](http://www.iowaaging.gov).

**2.3(3) Business hours.** Business hours for the department are 8 a.m. to 4:30 p.m., Monday through Friday, excluding legal holidays established by the state executive council.  
[ARC 8489B, IAB 1/27/10, effective 1/7/10; ARC 2048C, IAB 6/24/15, effective 7/29/15]

**17—2.4(231) Director.** Rescinded ARC 2048C, IAB 6/24/15, effective 7/29/15.

**17—2.5(231) Organizational units of the department.** The department's activities are performed by employees within the office of the director and two divisions. Grants will be managed by the appropriate division, dependent upon the source and intended use of funds.

**2.5(1) Office of the director.** The office of the director may be comprised of the director, the assistant director, the state long-term care ombudsman, the policy coordinator, the public information officer, and other personnel. This office is responsible for the overall planning, policy, management and operations of the department.

**2.5(2) Division of programs, planning, and administration.** The responsibilities of the division of programs, planning, and administration include the development and operation of home- and community-based programs, development of program and operational budgets, providing leadership and direction for the integration of policy development, ensuring that policies are consistent with department goals and results, and accounting and administrative control of appropriation expenditures.

**2.5(3) Office of the state long-term care ombudsman.** The responsibilities of the state long-term care ombudsman include development, administration, and operation of the program and allocated budget to provide advocacy for individuals residing in long-term care.

[ARC 8489B, IAB 1/27/10, effective 1/7/10; ARC 0621C, IAB 3/6/13, effective 4/10/13; ARC 2048C, IAB 6/24/15, effective 7/29/15; ARC 3713C, IAB 3/28/18, effective 5/2/18]

**17—2.6(231) Staffing.** Rescinded ARC 2048C, IAB 6/24/15, effective 7/29/15.

**17—2.7(231) Discrimination.** Rescinded ARC 2048C, IAB 6/24/15, effective 7/29/15.

**17—2.8(231) Affirmative action plans.** Rescinded ARC 2048C, IAB 6/24/15, effective 7/29/15.

**17—2.9(231) Department complaint and appeal procedures.**

**2.9(1) Aggrieved party identified.** An aggrieved party is any agency, organization, or individual that alleges that the party's rights have been denied or that services provided were not in compliance with

regulations or were substandard because of an action of the department, the commission on aging, an AAA or an AAA subcontractor.

**2.9(2) *Complaints or appeals to the department from the AAA level.***

*a.* Except in cases where an AAA is acting in its capacity as a Medicaid provider, complaints at the AAA level by any aggrieved party shall be heard first by the AAA using the AAA's procedures.

*b.* Local complaint procedures of an AAA or an AAA subcontractor shall be exhausted before the department on aging is contacted.

**2.9(3) *Requests for an informal review or a contested case hearing.***

*a. Informal review.* An aggrieved party or a party appealing an AAA-level decision has 30 calendar days from receipt of written notice of action from the AAA or the department to request an informal review by the department or a contested case hearing.

(1) Any person who desires to pursue an informal settlement of any complaint may request a meeting with appropriate department staff. The request shall be in writing and shall be delivered to the Director, Department on Aging, Jessie M. Parker Building, 510 East 12th Street, Suite 2, Des Moines, Iowa 50319.

(2) The request must contain the subject matter(s) of the complaint and an explanation of all steps taken to resolve the matter prior to requesting an informal review.

(3) Upon receipt of the request for informal review, all formal contested case proceedings, if begun, are stayed.

(4) The department may, as a result of the informal review, negotiate a settlement of the complaint or, if appropriate, may send the matter back to the AAA for reconsideration.

(5) Parties desiring informal settlement shall set forth in writing the various points of a proposed settlement, which may include a stipulated statement of facts.

(6) When signed by the parties to a controversy, a proposed settlement shall represent final disposition of the matter in place of contested case proceedings, which shall be terminated.

(7) If the parties are unable to reach agreement during the informal review, the matter may, if requested, be handled by the department as a request for a contested case proceeding under Iowa Code chapter 17A and 17—Chapter 13.

(8) A proposed settlement which is not accepted or signed by the parties shall not be admitted as evidence in the record of a contested case proceeding.

*b. Contested case proceeding.*

(1) Within 15 calendar days of receipt of a request for a contested case hearing, the department shall initiate a contested case proceeding under 17—Chapter 13.

(2) If the controversy is a matter that is subject to a contested case proceeding under Iowa Code chapter 17A, parties may request a contested case proceeding at the conclusion of an unresolved informal review pursuant to 17—Chapter 13.

**2.9(4) *Appeal by applicants denied designation as a planning and service area.*** Any applicant for designation as a planning and service area whose application is denied and who has been provided a hearing by the department on aging and has received a written appeal decision by the commission may appeal the denial to the assistant secretary of the Administration on Aging in writing within 30 calendar days of receipt of the commission's decision.

**2.9(5) *Judicial review.*** A party that seeks judicial review shall first exhaust all administrative remedies as follows:

*a.* A party shall appeal the decision of the administrative law judge as provided in subrule 2.9(4) and receive a decision from the commission as provided in subrule 2.9(4).

*b.* Petition for judicial review of the commission's decision shall be filed within 30 calendar days after the decision is issued.

[ARC 8489B, IAB 1/27/10, effective 1/7/10]

**17—2.10(231) Severability.** Should any rule, subrule, paragraph, phrase, sentence or clause of this chapter be declared invalid or unconstitutional for any reason, the remainder of this chapter shall not be affected thereby.

[ARC 8489B, IAB 1/27/10, effective 1/7/10]

These rules are intended to implement Iowa Code chapter 231.

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[Filed ARC 3713C (Notice ARC 3478C, IAB 12/6/17), IAB 3/28/18, effective 5/2/18]

<sup>1</sup> Effective date of Ch 2 delayed 70 days by the Administrative Rules Review Committee.