

AAA Input Session

Division for Aging Services

August 19, 2026



DARS

VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES

DIVISION FOR AGING SERVICES



Agenda

- Tribal Convening Update
- Feedback on Area Plan Process
- Waitlists / Unmet Needs
- Fiscal Update
- Contract Changes
- Monitoring
- CCOA/ ADRDC Updates



Tribal Convening Update

- Debrief
- Takeaways
- Successes
- Next steps



Area Plan Process Feedback

- **Pulse Check:** How would you rate this year's Area Plan Process?



Waitlist / Unmet Needs

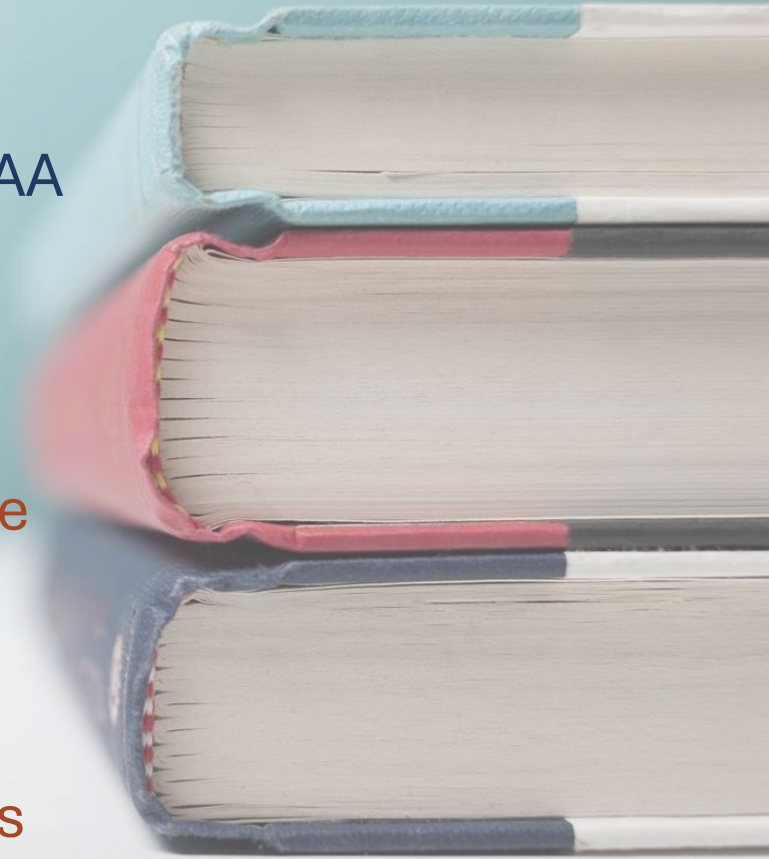
- **Waitlist Definition:** A program the AAA provides, but is currently at capacity and a presumptively eligible individual cannot be served at this time, but could be served if capacity changes



Waitlist / Unmet Needs

Unmet Need Definition:

1. An individual with a need for an OAA service that the AAA does not or cannot currently provide (ex., needs personal care, agency only has Homemaker, or is on a waitlist for Homemaker) that is **reported to DARS**
2. An individual with a need for a non-OAA service that the AAA does not currently provide, and no community-based organizations are providing it, to which the AAA may make a referral (ex., Pet Food Program), which is used for planning/advocacy purposes by the AAA and is **not reported to DARS.**



Waitlist / Unmet Needs

1. **Unserved Definition:** An individual who is not receiving an OAA service because-
 - They have been put on a waitlist
 - They require a service that the agency does not provide
2. **Underserved Definition:** An individual who is receiving an OAA service but receives less than the assessed need for various reasons, such as-
 - Funding limitations (ex. assessed need is 16hrs/week of personal care, but agency can only provide 8hrs/week per person)
 - Provider limitations (ex., assessed need is 16hrs/week of personal care, but subcontractor agreement with provider only allows for 8hrs/week per person)

Waitlist / Unmet Needs

- **Measuring Unmet Need:**
DARS is developing guidance on a standard/average amount of each OAA service to calculate the amount of unmet need



Waitlist / Unmet Needs

- Capturing the Correct Information in PeerPlace:



NWD CRIA Unmet Needs Data Entry

This document pertains to Agencies which document Unmet Needs.

New Unmet Needs / Waitlist Link in CRIA2
A new link has been provided within the CRIA Encounter where Unmet Needs and Waitlist data can be entered and tracked. The Unmet Needs link that previously existed under Additional Forms has been removed. This change was put in place to allow for easier access to the data entry screen for Unmet Needs and Waitlist items.



Test, Sam
Client ID: 00261-02636-091831863
DOB: 12/18/1967
Home: 804-555-7777
Cell: 804-555-1474
1219 Stonewall Lane
Richmond, VA 23229

User Name: chris@mdcva
Program: AASC-CRIA2
User Role: Program Admin
Push Pin Ticker History Print

CRIA Encounter
CRIA Encounter
CRIA External Referrals
CRIA Follow Up
CRIA Notes
CRIA External Transfer
CRIA Unmet Needs / Waitlist
Units Entry
Additional Forms
CRIA Closing
URL List

Unmet Needs Data Entry Changes

A dedicated new link for Unmet Needs and Waitlist data entry

Date Determined	Service	Category	Unit Type	Unit Quantity Needed This Month	Unit Quantity Needed Every Month	Estimated for remainder of Year

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Fiscal Updates

- **State Budget**
- **Federal Budget**



Area Plan Contract Changes

- OAA Final Rule Changes
- Service Level Agreements (SLAs)
- Key Performance Indicators (KPIs)



Monitoring

- *AMA: Ask Milroy Anything*
- Monitoring Updates
- Best Practice Observations



Updates

- New Members
- Legislative Update



Updates

- Dementia Care Specialist in every AAA
- State funding for Lifespan Respite Voucher Program



Sovereign Nations

- September 10, 2026
- **Purpose:** To build cooperative relationships between Virginia's Tribal Nations and state agencies
- Register online or in person
- <https://sovereignnationsva.org/>



Survey Opportunity

- Virginia Center on Aging is conducting a needs assessment to inform planning for Aging Services
- We want to hear from Adults 60+, caregivers, and professionals who are residents of Virginia
- Survey Link:
<https://redcap.vcu.edu/surveys/?s=8JDCFCWEHPP9W47M>

**VCU** College of Health Professions
Gerontology and the Virginia Center on Aging

**Survey open until Sept. 25**



SPEAK UP

Help Virginia Age Better!

STATEWIDE ASSESSMENT SURVEY FOR AGING SERVICES

The Virginia Center on Aging is conducting a needs assessment to inform the development of the next Virginia State Plan for Aging Services.



Scan the QR Code

We respect your privacy. All responses are anonymous.

[**OR CLICK HERE TO COMPLETE SURVEY**](#)

QUESTIONS?

 **804-662-7093**

**We want to hear from:
Adults Age 60+, Caregivers, and
Aging Services Professionals
who are residents of Virginia.**

AAA Governance Webinar Series

Session 1 - Aug 19

- Older Americans Act: Foundations of Aging Services in Virginia: An Introduction to DARS, AAAs, and the Older Americans Act

Session 2 – Sept 2

- The What & The Who: Structure, Roles, & Governance Foundations

Session 3 – Sept 16

- The Why: Fiduciary Duties & Legal Accountability

Session 4 – Sept 30

- The How: Evolving Governance for Greater Impact



Wrap Up

Additional Updates

AAA Input Dates

- Oct 21, 2026 - retreat
- Nov 18, 2026 - input

