**Section 270.136 Organizational Standards and Responsibilities: Area Agencies on Aging**

a) AAAs receive grants of Older Americans Act funds designated for the Ombudsman Program that, along with any other available funds, support Ombudsman services in the applicable planning and service areas. Pursuant to receipt of these funds, the responsibilities of the AAA include (see 45 CFR 1321.63):

1) *The development of an area plan that provides for the development of a comprehensive and coordinated service delivery system for social services needed by older persons.*

2) Entering *into cooperative arrangements with other service planners and providers,* including provider agencies, *to:*

A) *Facilitate access to and utilization of all existing services;*

B) *Develop social services effectively and efficiently to meet the needs of older persons; and*

C) *Coordinate existing services to meet the special needs and circumstances of minority senior citizens.* (Section 3.07 of the Act)

b) The AAA shall follow a competitive process, through guidance in the policies and procedures of the Program, for the designation of a provider agency. Designation shall be renewed at least every six years, except for services provided on an emergency basis. The provider agency shall enter into an agreement for services.

c) In administering Regional Program services, the AAA shall:

1) Support a full-time Regional Ombudsman for each Regional Program;

2) Have an active and ongoing responsibility in monitoring the agreement. However, AAAs do not have access to Program records that contain identifying information about residents. Ongoing monitoring by the AAA shall be in accordance with the Ombudsman policies and procedures;

3) Provide technical assistance to the provider agencies related to budgetary concerns and service delivery systems;

4) Support the Regional Program in accordance with Ombudsman policies and procedures.

d) The AAA shall retain and purge all books, records and other documents relevant to the operation of the Program, as directed by the Department in accordance with the State Records Act [5 ILCS 160], unless other State laws or federal laws or regulations apply (e.g., when records contain information subject to the federal Health Insurance Portability and Accountability Act (HIPAA)). The AAA is to ensure that records are purged pursuant to Department standards.

(Source: Added at 43 Ill. Reg. 980, effective January 1, 2019)