

AREA AGENCY ON AGING 4-YEAR AREA PLAN

AREA PLAN GUIDE INSTRUCTION & HELPFUL HINTS PACKET



Louisiana's Governor's Office of Elderly Affairs
P. O. Box 61
Baton Rouge, LA 70821-0061

Revised: January 1, 2014

SUBMISSION TO GOEA

A draft of the Area Plan is to be submitted to the GOEA, Home and Community Based Services Unit, by August 1, 2014. Corrected final drafts must be approved no later than December 15, 2014. The program monitors will review and respond individually to each plan. Changes to the submitted Area Plan may be necessary prior to final approval from GOEA. Area Plans (including the draft) are to be submitted electronically to assist in paper reduction utilizing the GOEA FTP Site (204.196.201.214). A final copy containing all required signatures and documents must be received before final approval is granted. Upon receipt of the electronic copy, GOEA will acknowledge receipt of via an e-mail to the AAA.

References:

OAA 2006 102

OAA 2006 206 and 305

OAA 2006 306(a)(b)

OAA 2006 307(a)(8)(A)

OAA 2006 306(a)(6)(D)

OAA 2006 306(a)(2)(C)

Office of Elderly Affairs Policy Manual 1233

Office of Elderly Affairs Policy Manual - 1133E – Area Plan Amendment

U.S. Census 2010

Area Agency on Aging Area Plan

The Area Plan is the grant application submitted by an Area Agency on Aging (AAA) to the State Unit on Aging in order to receive funds. The Area Plan contains provisions required by the Older Americans Act, and the Governor's Office of Elderly Affairs (GOEA). It includes commitments that the Area Agency will administer activities so funded in accordance with all requirements. The Area Plan also contains a detailed statement of the manner in which the Area Agency is developing a comprehensive and coordinated system throughout the planning and service area for all allowable services. An Area Agency on Aging may receive contracts and enter into subcontracts under the Older Americans Act only under an approved area plan.

A major objective of the Area Plan is to help AAA produce quality planning that will enable them to move fully attain the goals set forth in the Older Americans Act, that is, to develop greater capacities to provide comprehensive and coordinated services systems to serve older people and to assist in using available resources more efficiently. Instead of focusing on the production of a compliance document, AAAs should focus on quality planning for the next four years.

The Area Agency on Aging is to develop or enhance a comprehensive and coordinated system for serving older persons in communities throughout the planning and service area. Except where a waiver is granted by the State agency, the Area Agency on Aging is required to award funds by contract to community services provider agencies and organizations.

Title III of the OAA requires the State agency on aging to award federal funds to the designated AAAs for the following categories of services:

- Access Services -- information and assistance; outreach; escort and transportation; and case management;
- In-Home Services -- home-delivered meals; chores; home repair; modifications and rehabilitation; homemaker-home health aides; and personal care;
- Community Services -- congregate meals; senior center activities; adult day care; nursing home ombudsman services; elder abuse prevention; legal services; employment and pension counseling; health promotion; and fitness programs;
- Evidence-Based Services (Health Promotion/Disease Prevention and Wellness) -- health promotion and disease prevention activities that include the following: health risk assessment and screenings, nutrition screening and educational services, physical fitness, health promotion programs on chronic disabling conditions, home injury control services, counseling regarding social services, and follow-up health services. Title III-D funds can only be expended on evidence-based programs.

- Family Caregiver Services -- respite; adult day care; counseling and education; and persons with Alzheimer's disease and related disorders. It also supports caregivers by improving coordination between health care and community service systems.

The Area Agency on Aging shall have responsibility for carrying out all activities under the Area Plan on Aging according to the Older Americans Act Section 306 of the Older Americans Act, as amended and 45 CFR Parts 1321.61 and 1321.53. 3.

Relationship to the Area Plan and Service Procurement

Based on the findings in the Area Plan Needs Assessment, the AAA determines which services to procure with Older American Act and other agency funds. The AAA evaluates proposals and awards subcontracts for the provision of services. The AAA may request authorization from GOEA to provide services directly if the AAA demonstrates it is necessary to ensure an adequate supply of the service or that it can provide services of comparable quality more economically than other providers. Regardless, the AAA submits to GOEA as part of the Service Procurement Package for each service: the total cost, units of service to be provided and unit rate. The approved Exhibits 1 & 2 shall become an official part of the Area Plan.

Area Plan Sections

Section 1

AAAs should give a brief, one page explanation of why the plan is being developed, why it is important to the community, and the vision and mission of the AAA/COA.

Section 2

The focus of this section is on the Planning and Service Area (PSA). It should provide a clear and concise description of the PSA, the targeted groups and populations, along with its resources, constraints, and needs assessment process.

Section 3

This section contains an overview of the AAAs background, purpose, and organizational structure. This contains a clear description of how the Agency is structured to coordinate and deliver a comprehensive system of services for older people in the community. It must also include a clear description of how the Agency assures services are coordinated with other providers in the PSA. The agency should discuss the strengths and weaknesses of its coordination methods and any planned changes. It clearly defines the lines of authority for the Advisory Council, Board of Directors and AAA/COA and includes a brief narrative explanation.

Section 4 & 5

These sections provide descriptions of the planning process and an explanation of how priorities were established in the delivery of services. It details the Needs Assessment process and how the agency included public involvement in the development of the Area Plan. A complete picture of all needs, those that are being met, along with those that are not, should be described. The adequacy of the resources, both public and private should be addressed and the agency's ability or inability to access those resources should be explained.

Input from agencies that are not traditionally involved in ageing programs should be considered. Consideration should be given to older population groups that the AAA may not have had the opportunity to communicate with in the past. Emphasis should be on its coordinating role in the community. Current services are identified and evaluated. Unmet needs, gaps in service, barriers, and resources are also identified. Additionally, the impact on the AAAs budget is addressed.

The Needs Assessment should be usable by agency managers to help define client needs, identify under-served groups, illuminate the current system's strengths and weaknesses in addressing those needs, and focus on ways to restructure the system, reallocate funds, if necessary or seek additional resources to better meet those needs.

The various survey instruments should be identified and how they were used to analyze the data collected. The method by which the survey instruments were distributed should also be noted (postal mail, email, via web, phone interviews utilizing key staff members, or other means of

distribution the AAA chooses). If there have been recent population shifts, this should be included. The number of low-income minority and older persons residing in rural areas must be identified. The plan will not be accepted if this data is missing.

Section 6

AAAs focuses on how the agency will target specific goals to address the needs of the targeted populations as outlined in the GOEA State Plan (i.e. frail, homebound, rural, etc.).

Section 7

The AAA must conduct an adequate number of Community Meetings to obtain input on the initial assessment results. The purpose is to involve people and groups not traditionally associated with Aging programs, and to therefore obtain non-traditional viewpoints on the AAAs role in the community. Key community leaders, healthcare providers, social service providers, charitable organizations' representatives such as United Way, and religious leaders should be invited to attend. Caregivers, senior persons and others affected by the area plan should also be included. The AAA must assure that the groups include representation from minority older people and older individuals residing in rural areas of the PSA.

At the community meetings, the initial results of the Needs Assessment should be shared and discussed. This should include the results of the process which focused on the needs of all older people in the community, as well as, the results of the section which looked at the adequacy of the resources and the delivery system in meeting those needs. A guided discussion should then take place on what the initial findings mean. Ultimately, the community meetings should help the AAA to establish priorities for its plan of action.

The specific number, size and location of these group meetings are at the discretion of the AAA, as well as, the exact format and agenda of the meetings. The plan must provide documentation of the meetings in the format specified.

Section 8

Prior to the adoption of the Area Plan, the AAA must conduct at least one public hearing at an accessible location in each parish, ward, district or precinct of the PSA. Notice of fourteen days (14) must be given prior to the public hearing. Persons who should be notified, include, but are not limited to, the AAA Advisory Council, public officials, and other interested parties. The notice must include the times, dates, and locations of the public hearing (s) which will be held. Public hearings must be held at a time and location which permits older persons, public officials and other interested parties a reasonable opportunity to participant.

At the public hearing, the AAA must submit the Area Plan for review and comment. Each component of the Area Plan must be briefly discussed and comments solicited. The Area Plan should be available for distribution and used for talking points. In particular, the Area Plan goals and objectives should be highlighted for feedback. This section should contain a short narrative of how many hearings were held, what was made available at the hearing, how the public hearing was conducted, comments from the public, outreach efforts used to seek input from institutionalized, homebound, and disabled adults, along with results of hearing.

Section 9

This section details the AAAs planning cycle of priorities derived from the Needs Assessment. The goals and objectives are developed based on those priorities.

Section 10

This section must include the services the AAA has identified as priority as derived from the Needs Assessment. It must include goals and objectives that are S.M.A.R.T. (specific, measurable, attainable, relevant, and time-bound). It must target a specific area for improvement, specify who will do it, state what the expected results will be given the available resources and identify a specific achievement date.

Sample Area Plan: Sonoma County Area Plan 2012-2015:

<http://www.socoaaa.org/pdf/AreaPlan2012.pdf>

Helpful Tools for development and management of Goals & Objectives:

Tips for writing Goals and Objectives:

<http://tulane.edu/publichealth/mchlt/upload/Tips-for-writing-goals-and-objectives.pdf>

Visual Goal Setting, Goal Planning and Goal Managing (\$14-\$112)

www.goalenforcer.com

Developing Measurable Program Goals and Objectives (PowerPoint Presentation)

<http://www.fldoe.org/aala/pdf/smart.pdf>

<http://ezinearticles.com/?Setting-and-Achieving-Meaningful-Goals&id=1126061>

Helpful Tips

Characteristics of an Excellent Area Plan

- ✓ Area Plan Format is followed for each section; all required information is provided
- ✓ Reader Friendliness - no jargon or highly technical terms
- ✓ Well designed and executed needs assessment process
- ✓ Needs surveys are widely distributed to many individuals and groups within PSA
- ✓ Area Plan clearly summarizes process used to assess need; identifies need found in PSA; lists strengths and weaknesses of current system; and provides rationale of which unmet needs it will seek to address
- ✓ Goals and Objectives must relate to needs identified during needs assessment process
- ✓ Area Plan is a meaningful document that is used by AAA and other agencies in PSA to guide local initiatives and decision making

Tips in Summarizing the Needs Assessment

To summarize the results of the needs assessment conducted for your area you should:

1. Specify demographics, such as distribution of population, the name and size of the communities targeted, and characteristics of the targeted group.
2. Describe the Advisory Council involvement.
3. List unmet needs identified through the Needs Assessment process.
4. Indicate which needed services are available in the PSA.
5. Indicate efforts of voluntary organizations in the community attempting to meet the unmet needs of older individuals.
6. Identify alternative solutions, activities, or services to fulfill unmet needs.
7. Explain how other agencies are meeting the needs in the PSA.
8. Identify the number and specific needs of the following groups within the PSA.
 - a. Greatest economic need:
 - b. Low income minority with greatest economic need:
 - c. Greatest social need:
 - d. Low income minority with greatest social need:
 - e. Older Indians, if there is a significant population:
9. Describe the methods the AAA on aging will use to coordinate planning and the delivery of transportation services (including the purchase of vehicles) to assist older individuals, including those with special needs, in the area.

Tips in Describing Priority Issues of Older People

To summarize the priority issues of older persons in your area you should:

1. List priority issues of older people in the PSA and factors influencing prioritization.
2. Describe how these issues were determined.
3. Indicate those issues which cannot be addressed at the beginning of the Area Plan cycle by the area agency and/or other service providers within the PSA and explain why they cannot be provided. Also indicate how the AAA plans to address those issues during subsequent years of the plan cycle.
4. Indicate how the AAA will develop and publish methods by which priority of services is determined. Describe how the AAA will meet targeting mandates.

Public Hearing Materials Requirements

1. A summary of the Older Americans Act program requirements and related state and federal rules and regulations, including La. R.S. 16.1601-1607, if the area agency is a parish council on aging.
2. A profile of the conditions of older persons in the PSA and their need for services, such as survey results and census data.
3. An identification of major issues facing older persons in the PSA and a discussion of constraints and opportunities for problem resolutions.
4. A description of the public hearing process used in plan development and the process the AAA plans to use for receiving written and oral input from older persons, service providers, public officials, and the general public.
5. A general description of how the area agency, parish council(s) on aging, other service providers, and planners in the PSA are organized to respond to the needs of older persons, with particular attention given to Older Americans Act program activities in the PSA.
6. An identification of the AAA advisory council membership by name and address, accompanied by a definition of the council's roles, responsibilities, authorities, and the methods used in membership selection.
7. A description of the site selection criteria for meal sites and senior centers.
8. A description of the participant selection criteria.
9. A summary of the contribution policy for services.
10. A roster of the parish council on aging and area agency on aging governing boards.

Public hearings on plan amendments will only include information relating to the part of the plan being amended.

Priority Services

The AAA shall ensure that the percentage requirements are met for priority services by indicating on Exhibit 1 & 2. This determination is made based on the original Schedule of Funding (SOF).

TITLE III-B PRIORITY SERVICE REQUIREMENTS

CATEGORY	PERCENTAGE	SERVICE
Access	>or = 30%	Assisted Transportation Case Management Information & Assistance Outreach Transportation
In-Home Services	>or = 15%	Adult Day Care Adult Day Health Care Chore Home Repair/Modifications Homemaker Personal Care Telephoning Sitter Services Visiting
Legal	>or=5%	Legal Assistance

TITLE III-E NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM PRIORITY SERVICE REQUIREMENTS

CATEGORY	PERCENTAGE	SERVICE
Respite Services	≥ 40%	Adult Day Care Adult Day Health Care Group Respite In-Home Respite Institutional Respite Individual Care Support
Supplemental Services	≤ 20%	Material Aid Personal Care Sitter Service Chore Home Delivered Meals Home Repair/Modifications