Area Agency on Aging of the Concho Valley/Concho Valley Council of Governments

Area Plan

FY 2015 – 2016

2801 W. Loop 306, Suite A San Angelo, TX 76904

(325) 223-5704

http://www.cvcog.org/cvcog/aaa.html
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorized Signature Form</td>
<td>3</td>
</tr>
<tr>
<td>Area Plan Narrative</td>
<td>6</td>
</tr>
<tr>
<td>Environmental Overview</td>
<td>7</td>
</tr>
<tr>
<td>Organizational Structure</td>
<td>12</td>
</tr>
<tr>
<td>Regional Needs Summary</td>
<td>26</td>
</tr>
<tr>
<td>Local Strategies Supporting Program Goals and State Strategies</td>
<td>32</td>
</tr>
<tr>
<td>Section A. Area Agency on Aging Administration</td>
<td>32</td>
</tr>
<tr>
<td>Section B. Long-term Care (LTC) Ombudsman Services</td>
<td>35</td>
</tr>
<tr>
<td>Section C. Access and Assistance Services</td>
<td>38</td>
</tr>
<tr>
<td>Section D. Services to Assist Independent Living</td>
<td>43</td>
</tr>
<tr>
<td>Section E. Nutrition Services</td>
<td>46</td>
</tr>
<tr>
<td>Standard Assurances</td>
<td>49</td>
</tr>
<tr>
<td>Older Americans Act Assurances</td>
<td>54</td>
</tr>
<tr>
<td>Attachments</td>
<td>64</td>
</tr>
<tr>
<td>Staff Activities</td>
<td>66</td>
</tr>
</tbody>
</table>
The Area Plan is hereby submitted by the **Concho Valley Council of Governments Area Agency on Aging of the Concho Valley**, for the period of October 1, 2014, through September 30, 2016, (FFY2015/FFY2016). All assurances are included and are to be followed by the **Area Agency on Aging of the Concho Valley** under provisions of the Older Americans Act, as amended, during the period identified. The **Area Agency on Aging of the Concho Valley** will assume full authority to develop and administer the Area Plan in accordance with all requirements of the act and related State policy. In accepting this authority the **Area Agency on Aging of the Concho Valley** assumes the major responsibility for the development and administration of the Area Plan and serves as an advocate and focal point for individuals who are older and their caregivers in the planning and service area.

The signature(s) below is of the individual(s) authorized to sign for purchase vouchers, budget amendments, expenditure reports and requests for payment; any changes to this information will be provided by the grantee by replacement of this form.

---

**Toni Perales Gutierrez,** Aging Director  
Signature (Type or Print)  

**Nancy Pahira,** CVCOG Finance Director  
Signature (Type or Print)  

I certify that the signatures above are the individuals authorized to sign for purchase vouchers, budget amendments, expenditure reports and requests for payment.

---

**John Austin Stokes,**  
Signature (Executive Director)  
Name (Type or Print)  
Date (3/13/14)  

I hereby certify the governing body of the Grantee Agency has reviewed and approved the Area Plan; further, the grantee and area agency on aging will comply with the federal requirements and assurances contained in the Older Americans Act, as amended, and with appropriate Department of Aging & Disability Services, Access & Assistance-Area Agency on Aging’s outcomes for services contained in the Texas Administrative Code.

---

Signature  
of Authorizing Official of Grantee  

Signature  
of Authorizing Official of Grantee  

John Austin Stokes  
Name (Type or Print)  
Date (3/13/14)  

Area Agency on Aging of the Concho Valley
The Area Plan is hereby submitted by the Area Agency on Aging of the Concho Valley for the period of October 1, 2014, through September 30, 2016, (FFY2015/FFY2016). All assurances are included and are to be followed by the Area Agency on Aging of the Concho Valley under provisions of the Older Americans Act, as amended, during the period identified. The Area Agency on Aging of the Concho Valley will assume full authority to develop and administer the Area Plan in accordance with all requirements of the act and related State policy. In accepting this authority the Area Agency on Aging of the Concho Valley assumes the major responsibility for the development and administration of the Area Plan and serves as an advocate and focal point for individuals who are older and their caregivers in the planning and service area.

I certify that the signatures above are the individuals authorized to sign for purchase vouchers, budget amendments, expenditure reports and requests for payment; any changes to this information will be provided by the grantee by replacement of this form.

I hereby certify the governing body of the Grantee Agency has reviewed and approved the Area Plan; further, the grantee and area agency on aging will comply with the federal requirements and assurances contained in the Older Americans Act, as amended, and with appropriate Department of Aging & Disability Services, Access & Assistance-Area Agency on Aging’s outcomes for services contained in the Texas Administrative Code.

Authorized Signature Form

Toni Perales Gutierrez, Aging Director
Name (Type or Print)

Nancy Pahira, CVCOG Finance Director
Name (Type or Print)

John Austin Stokes
Name (Type or Print)

Signature (Executive Director)

Signature of Authorizing Official of Grantee

John Austin Stokes
Name (Type or Print)

3/13/14
Date
Area Plan Narrative
Environmental Overview

Community Assessment

The Area Agency on Aging of the Concho Valley Council of Governments (AAACV) serves State Planning Region 10 centrally located in West Texas. The region is located at the midpoint between Houston and El Paso and covers approximately 16,287 square miles. The AAACV serves the thirteen counties of Coke, Concho, Crockett, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green. There are fifteen cities in the region and include Big Lake, Brady, Bronte, Eden, Eldorado, Junction, Mason, Melvin, Menard, Mertzon, Paint Rock, Robert Lee, San Angelo, Sonora and Sterling City.

The geography of the region ranges from the arid rolling prairie of the Permian Basin in the west to the rocky hills of the Texas Hill Country in the east. The climate is temperate with annual rainfall average being 24.34 inches.

Coke, Crockett, Irion, Reagan, Schleicher, Sterling, Sutton and Tom Green Counties are the largest oil and gas producing areas in the region. These counties have not diversified their economies in the past due to the growth found in this one industry. The remaining counties of Concho, Kimble, McCulloch, Mason and Menard have relied on an agricultural economy.

The region has had a roller-coaster history of economic development from the mid 1800’s to current times. The land was settled by rugged pioneers who developed the area into agricultural production. Row crops have been grown in the northern portion of the region and farm animals have been the main cash crops in the central and southern portions.

There has been limited growth in the rural areas over the years. However, a study completed at the end of December 2013, by the Center for Community and Business Research in The University of Texas at San Antonio Institute for Economic Development, found that the development of oil and natural gas in a 16-county region of West Texas added more than $14.5 billion in total economic impact during 2012. At least four counties located within the Concho Valley region are in this 16 county regional study: Crockett, Irion, Reagan, and Sterling. The lack of a diversified economy and the region’s dependence on the petroleum and agribusiness sectors has left most of the other counties and cities in the area in a “sustaining” mode in an effort to endure hard economic difficulties. The area does not have alternative jobs available for these citizens who are trained for specific occupations. The northern and western portions of the region have had to deal with changes in governmental crop programs and continued droughts. The southern and eastern portions of the region have been dealing with the drought and the drop in prices for wool and mohair. The result has been less money in the local economy and a loss of jobs. Rural communities continue to experience an out-migration of youth and skilled
citizens, as they leave to find suitable higher education and employment. Diversification has been very slow and difficult for small communities.

The drought continues to have a major impact throughout the Concho Valley region. With the continued concern of the main city in the Concho Valley region, San Angelo, running out of water to supply the city, there is a strong possibility that this may impact the population in the region. A news article in the *San Angelo Standard Times*, dated August 1, 2011, further explains the concerns that the City of San Angelo and City Council were having as of 3 years ago and addresses possible solutions to remedy the problem. The City of San Angelo has now launched a project that is funded by a $120 million low-interest loan from the Texas Water Development Board for the Hickory Aquifer; this project was initially designed to bring 6 million gallons per day to San Angelo, increasing production to 9 million gallons per day in 2026. In a worst-case scenario, the City could produce 9 million gallons per day on a continual basis for five years before all the banked water would be used. Afterward, San Angelo would still be able to use its annual water allocation, which is currently 2,750 acre-feet per year. This amount increases to 5,000 acre-feet per year in 2021, to 10,000 acre-feet per year in 2026 and to 12,000 acre-feet per year in 2036. San Angelo relies upon O.H. Ivie, Twin Buttes and O.C. Fisher reservoirs, and Lake Nasworthy as its water sources, and currently has a 16-month supply of water, assuming the worst-case scenario of no rainfall or runoff.

One of our smaller counties in the Concho Valley region, Coke, which occupies the cities of Robert Lee and Bronte, was mentioned in *The Lubbock Avalanche-Journal*, in an article dated August 19, 2011 with the title, “West Texas town of Robert Lee teeters on drying up in drought”. The article mentions how an April storm a few years ago teased Robert Lee, but instead of rain, a lighting strike started a wildfire that “chewed up” 169,000 drought-starved acres. Further, the worst Texas drought since the 1950s has this ranching town facing a prospect they have never encountered: running out of water. The prospect of no water is a cruel irony for Robert Lee, which was proclaimed the county seat in 1891 because its water supply was so plentiful. The town’s water source, Lake E.V. Spence, normally covers more than 22 square miles and made Robert Lee a popular boating getaway. The City is working on a pipeline connecting to the water system in Bronte, 12 miles away, giving Robert Lee a second water source. The residents of Robert Lee have one of the strictest of water restrictions to help alleviate unnecessary use of water. There are concerns of how this water issue will impact current resident’s decisions to continue living in Robert Lee and new individuals moving to the city.

Two other organizations that have an impact in our region are Goodfellow Air Force Base and Angelo State University. An article posted on militarybases.com in February 2012 stated that Goodfellow’s primary purpose is to serve as a training ground for the personnel in the U.S. Air Force, Army, Marine Corps, and the Navy. The base is one of the most important USA Air Force facilities and is considered as being of national importance. The base continues to grow and serve as a primary installation for intelligence training. Further, Area Agency on Aging of the Concho Valley
Angelo State University continues to be a major area for continued growth in our region. The university partnered with the Texas Tech University system a few years ago, which allowed for more programs and educational courses to be offered through the partnership. This has made the opportunity available for retaining high school students from local schools in the region.

These economic variables will impact aging services as tax revenue remains the same or shrinks for local governments in the rural areas. Local governments support aging services with local tax dollars and these funds are dwindling. Therefore, aging service providers have not been able to look to local tax resources to support programmatic growth. Another reality is that economic resources in Texas are unevenly distributed with the greatest resources found in urban areas. In addition to the lack of local funds, there is little private and/or corporate philanthropy that provides financial assistance in the rural areas. The twin phenomena of aging-in-place and out-migration of young people in rural communities has led to counties with very high percentages of older populations with multiple needs.

Tom Green County has experienced the same problems but has been successful in adding new industries for diversification resulting in additions to the job market in this county. Growth of the Concho Valley’s economy has centered on San Angelo due to the increased development of the telecommunications and information processing areas among its 100 industries.

The district’s fifteen cities contain infrastructure systems, which have been in existence for a number of years. Streets, water systems, waste water systems, public buildings, and fire protection equipment need updating and enhancing to meet regulations and the demands of growth. These demands often take priority over aging programs in local governments’ budgets.

According to the U.S. Census Bureau Quick Facts reports (2008-2012), an average of 77 percent of the citizens in the region have more than a high school diploma, with 16.5 percent having a bachelor’s degree or more. The average per capita income of the region is $23,632, slightly below the state per capita income of $25,809. The median household income, 2008-2012, for those in our region is $46,898; with the state median household income at $51,563. The percentage of individuals below the poverty level is 15.2% compared to the state average of 17.4%.

The political climate in the Concho Valley is conservative with a rugged individualistic flavor. However, local governments throughout the region have historically supported aging services.

The culture is influenced greatly by the area’s western heritage. Increasingly the Hispanic culture is prominent in community affairs. The Concho Valley features clean air, friendly and helpful neighbors, a slower pace, low cost of living and a variety of outdoor activities which attracts retirees to the area.

The region is predominantly a sparsely populated rural area with Tom Green County and the City of San Angelo as the only urban areas. Tom Green County has a population of 110,224 or 73% of the estimated 2010
figure of 150,872 total population in the Concho Valley region, according to the U.S Census Bureau Quick Facts reports. Population growth has been steady for the region, but a few of the rural counties have experienced population decline. Population density in the district is concentrated in Tom Green County with 72.4 persons per square mile. The remaining counties have a density of 1.2 to 7.8 persons per square mile. Net migration has shown a shift of population from rural to urban areas.

Between the years 2000 and 2010, the total regional population increased from 146,528 to 150,872 for an increase of about three percent, according to the U.S. Census. Tom Green County has the majority, or 73%, of the total regional population and a minority population of 44%. The regional Anglo population is 59%, Hispanic is 38%, Black is 1.6% and other is 1.4%. Three rural counties have over 50% minority population; two have 40% and over; four have 30% and over; and four have 20% and over.

The 60+ population in the Concho Valley increased from 30,539 to 34,980 in the years from 2010 to 2013, for an increase of fourteen percent. The total minority 60+ population saw a steady increase of 6,840 to 9,165 between 2010 and 2013 and represents 26.20% of the total 60+ population in the region. The 60+ population is less diverse than the total population of the region as 73.8% of the 60+ group is Anglo; 22.32% is Hispanic; 2.14% is Black and 1.74% is other. The total low-income population rose to 4,745 or 13.56% of the total 60+ population. It is estimated that by 2024, ten years from now, the total 60+ population will see an increase of just under 940 individuals; an estimated 3% increase. Currently, the Concho Valley has an estimated 3,183 older persons that are 85 years of age and older with 2,120 (67%) residing in Tom Green County and 1,063 (33%) in the rural areas. By 2024, the 85+ group will have grown with an estimated increase in population to 3,860 from 3,183. It is likely that the largest impact to services, within this target group, will be an increase in the need for home visits to coordinate and/or provide services for those seeking assistance from the Area Agency on Aging.

With the anticipated oil boom in our region, it is our hope that this will have a positive financial impact in the community and it may allow for the growth of other supportive services in our area. It is also our hope that the oil boom may assist with alleviating the financial burden that we have seen in the 60+ population in recent years. If the boom is as successful as anticipated, we foresee a steady decrease in the demand for supportive services, as individuals getting to retirement age by 2024 may be more financially well off than we have seen in recent years. We will continue to promote our services and seek to provide outreach to groups who are low-income, minority older individuals, and older individuals with limited English proficiency, as we are aware that these target groups are often the ones most in need, but unaware of services available to assist.

As the 85+ population continues to grow, we will continue to make efforts to visit the rural counties, at least quarterly, to ensure that residents in our outer counties have the opportunity to visit with AAA staff in their own county, with the goal of taking the office to them. We realize that as one gets older arranging transportation or
driving for a 120 mile round trip is not feasible. Funds will be allocated to assist in making these visits to the counties to provide this service in our rural region. AAACV staff will continue to send Public Services Announcements, seek opportunities to advertise on local radio stations, and send flyers to notify the community about the date and time of the visits. Coordination of services within all AAA programs, as well as, CVCOG programs: 2-1-1, Transit, 9-1-1, etc. will be utilized as often as possible when visiting the counties in an effort to conserve funds. The AAACV will also make every effort to ensure that bilingual staff are available to assist those with limited English proficiency and ensure that we have adequate information printed in Spanish, the second most prominent language for our region. Information that will continue to be printed bilingually includes: AAA overview of services, program specific pamphlets, intakes, and other forms for services.

The Area Agency on Aging of the Concho Valley will work to meet the needs of the changing populations especially the rural older persons. Through additional programs housed under the AAACV, older persons who wish to continue to contribute to the workforce can do so through volunteer programs. The Care Coordination and Caregiver programs will become increasingly more in demand as the needs may continue to grow. The Benefits Counseling program continues to see steady increased demand. Older American Act funds continue to shift from the smaller more rural areas to the larger more urban areas which puts the Concho Valley at a disadvantage. The AAACV will address these issues by continuing the collaboration and coordination of all services available in the Concho Valley. All of these issues will certainly be considered when developing budgets for the coming years based on area needs.
Organizational Structure

The Concho Valley Council of Governments (CVCOG) has served as the designated Area Agency on Aging for over 40 years under Section 305 of the Older Americans Act of 1965, as amended. CVCOG was organized in 1967 under authority granted by the Texas Legislature in 1965 (Article 1011m, V.A.C.S.). The Regional Planning Commission Act of 1965, as amended, authorized counties, cities, and other political subdivisions of the state to coordinate planning and provide a regional approach to problem solving through cooperative action. All policy decisions for the Council are made by the Executive Committee composed of a representative chosen by the local government members of each county, a member of the board of the largest school district, a member representing the region’s largest city, and two members of the Texas Legislature whose district lies partially or wholly within the region. All thirteen counties and fifteen cites encompassed by the region’s designation have voluntarily chosen to join the Concho Valley Council of Governments.

In the mid-70's the Governor’s Committee on Aging designated the CVCOG as a Regional Office on Aging. The late 1970's brought the development and expansion of senior centers, nutrition projects and transportation systems, setting the basis for a strong network of local community networks. Additionally, the CVCOG was officially promoted to the status of an Area Agency on Aging.

CVCOG is the regional entity with the authority to administer the following major programs: Area Agency on Aging, Emergency Response Communications, which includes Homeland Security, Regional 9-1-1 and Criminal Justice, Concho Valley Transit District, Solid Waste Planning, Regional Services, Economic Development, Head Start and the Corporation of Senior Corps., which includes Foster Grandparent and Senior Companion programs. Most departments maintain advisory committees that provide area citizens with opportunities to participate in the planning process and serve as sources of expertise and advice to the CVCOG Executive Committee.

The Concho Valley Council of Governments/Area Aging on Aging of the Concho Valley offices are physically located at 2801 West Loop 306, Suite A in San Angelo, Texas, the largest populated county of the region. There are no field offices. The offices are centrally located in the region; however, the distance to the farthestmost counties is considerable and staff spend a large amount of time in transit to rural sites. Aging services are located throughout the 13-county region.

The CVCOG employs 145 individuals, 102 female and 43 male. Eighty-one employees are Hispanic, three African American and the remaining 61 are Anglo. The AAACV currently has 10 staff members who make up 28 years of service in the aging field. With this experienced staff, the AAACV is able to provide a comprehensive array of services for the 13 county region of the Concho Valley.

The AAACV is a distinct department within the CVCOG that participates in a multitude of community programs with a common thread to enhance independence with dignity, well-being and safety for seniors. The Area Agency on Aging of the Concho Valley
Aging Department is comprised of the AAACV’s following programs: Benefits Counseling, Care Coordination, Information, Referral, & Assistance, Caregiver, Ombudsman, Nutrition, Transportation, Data Management, and two Evidence Based programs: Matter of Balance and Stress Busting. The AAACV closely partners with the Senior Companion and the Foster Grandparent Programs and 2-1-1 Texas of the Concho Valley, as these programs are located within the same halls as the AAACV programs. The AAACV functions as a whole on many joint projects while operating through three distinct programs that serve older adults in different capacities.

The AAACV’s goals in designing its service delivery system are to offer a comprehensive, coordinated and flexible continuum of services for older persons; provide services in order to secure and maintain maximum independence, well-being, safety and dignity in home and institutional environments; develop client centered services; meet all fiscal and programmatic requirements and develop new programs and/or methods to meet the emerging needs of the older population in the Concho Valley.

While advocacy is the foundation upon which all services are built, the main functions of the AAACV include administration of OAA funds for community based services; identification of unmet needs of older persons; planning for the most efficient and effective system to meet identified needs of older persons; serving as the focal point for older persons and their caregivers; provision of Access and Assistance services; education about and increased public awareness of the needs of seniors; and Direct Purchase of Service for eligible older individuals.

AAACV has a van for use as a mobile resource and outreach center. The “Answer Van” allows staff to make presentations and offer educational materials at public gatherings, service group meetings, health fairs, sporting events, malls, pharmacies and other events anywhere in the region. While the “Answer Van” is getting older, the AAACV may look at partnering with the Concho Valley Transit District to utilize some of their smaller vans as needed for travel to the counties. The coordination of services amongst all CVCOG programs will continue regardless of which mode of transportation is used to make visits to the rural counties. Additionally, AAACV staff visit all 13 counties, at least quarterly, to ensure that all older persons in the Concho Valley have access to available services. We have established consistency when visiting the counties by maintaining frequent communication with our rural partners who allow us to set up at their facilities to coordinate the visits. AAACV staff visit senior centers, community centers, courthouses, and any other facilities in which older persons congregate.

Since the Concho Valley Transit District of the Concho Valley Council of Governments has assumed responsibility of all rural and urban transportation in most of the Concho Valley region, older persons have a tremendous amount of opportunity to utilize this transportation to access the AAACV office.
Key service populations include low-income, minority, rural, limited English speaking and low-income minority older persons. Additionally, family caregivers of older persons and grandparents raising grandchildren are also targeted populations.

The CVCOG’s Personnel and Fiscal Management Policies, Texas Administrative Code, TDADS Technical Assistance Memorandums and Program Instructions, and the AAA’s Policies and Procedures govern management and operations of the AAACV.

**Structure and Role of the Advisory Committee**

As volunteers appointed by the Executive Committee, the Regional Advisory Committee on Aging (RACOA) assists the AAACV in administering its programs through subcommittees and by developing recommendations for the Executive Committee’s approval. The RACOA is composed of county representatives, local elected officials, older persons, minority older persons, family caregivers, representatives of older persons, service providers, representatives of health and human service organizations and the business community, veterans service office, Texas Silver Haired Legislators, Foster Grandparent and Senior Companion representatives and the general public.

The purpose of the RACOA shall include but not be limited to advise the Executive Committee of the Concho Valley Council of Governments on all matters relating to the well-being of older persons in the Concho Valley region; assist and advise the Area Agency on Aging staff in matters relating to older persons in the Concho Valley region; and represent the interests of the advocate for older persons of the Concho Valley region.

Some of the responsibilities of RACOA can include but are not limited to advising and assisting the Concho Valley Council of Governments and the Area Agency on Aging on developing and administering the Area Plan, conduct public hearings, represent the interests of older persons, review and comment on all community policies, programs and actions which affect older persons, advise and support the staff of the AAACV, Senior Companion and Foster Grandparent Programs in operating programs/services effectively.
Service Delivery System, System Design, Program Development, and Innovation

The Area Agency on Aging of the Concho Valley continuously works to maintain the guiding principles focused to improve the service delivery system in Texas. With the use of various strategies, ongoing networking, internal assessment, Administrative review meetings, staff meetings, surveys, consumer complaints and compliments, the AAACV is always analyzing services, measures, budget, and most of all customer service to not only consumers of the AAACV, but their families, our community partners, committee members, local elected officials, and local businesses.

The Area Agency on Aging of the Concho Valley continues its established role of being the source of information and direct services to this older regional population, seen by many in the region as the leader in providing services to those 60 years of age and older. Therefore, AAACV has effectively administered services under Title III of the Older Americans Act to the extent that funding has allowed. The AAACV staff coordinates services to the target population and works with a large variety of community partners for community awareness, outreach and service provision. Developing and maintaining community partnerships is a definite strength of the AAACV. The regional senior centers, members of the Advisory Council, Texas Silver-Haired Legislators, and other local/regional entities and persons all assist with advocacy. The AAACV receives a tremendous amount of valid educational information by email and has a large aging network that is very receptive to receiving such educational information pertaining to aging issues. Therefore, good materials are quickly and cost-effectively disseminated throughout the region. Many documents, especially those pertaining to fraud, Medicare issues, etc., are copied by community providers for quick education to the seniors and are provided as hand-outs for their in-home use.

All AAACV staff work closely with the Concho Valley Transit District, Foster Grandparent program, Senior Companion program, and 2-1-1 Texas of the Concho Valley, which are all housed under the Concho Valley Council of Governments. In working with the FGP and SCP programs, all AAACV staff are able to identify if either a client is able to benefit from serving as a volunteer for the FGP/SCP programs or if they could benefit from receiving services through the Senior Companion program. A referral is made when the need arises. The FGP/SCP staff, in turn, also help connect consumers with the services provided through the AAACV. The SCP Director works closely with our Caregiver Coordinator to ensure that the client/caregiver is receiving the best and most appropriate service to meet their needs. The SCP Director also works closely with the Care Coordinator because there are several times that the SCP program is able to meet the needs of the client that the Care Coordinator was working with. Finally, all AAACV staff work closely with 2-1-1 Texas staff by receiving referrals from the community. Coordination of services is completed between staff from both programs in trying to identify the services that would best meet the needs of the caller.

Area Agency on Aging of the Concho Valley

15
To further ensure adequate services are being provided to our community, and to stay within budget restraints, AAACV has utilized interns from the Angelo State University Social Work program who learn the job/roles of full-time AAA employees. They work a set amount of hours per week and contribute by completing job tasks just as an employee of the AAA would do. Last Spring, we were fortunate that we had another intern from the Angelo State University Psychology/Sociology Department who chose to complete her internship course with the AAACV. She worked 12 hours a week splitting assignments between the Benefits Counseling program, Caregiver program, and 2-1-1 Texas of the Concho Valley. The intern sat in and participated in team meetings, assisted with all program events, and was a major contributor to the dissemination and reporting of our monthly newsletter. Tasks that the intern completed for the BC program included: assisted with making packets that would be used for presentations, assisted the BC II in finding appropriate legal awareness topics, worked on mail outs, etc. For the Caregiver program, the intern assisted the Caregiver Coordinator in preparing flyers and packets for upcoming CG meetings/support groups, created files for potential new clients, and assisted at events as needed. Our intern this past semester relieved about 48 hours, per program, in completing tedious, time consuming, but necessary work which in turn alleviated the full-time AAA staff to focus more on direct client services. We are very eager to continue this partnership and will continue to work with Angelo State University in placing any interns who have interest in working with the AAACV in to one or more of our programs. The AAA Director attends the ASU Internship Field Education trainings, meetings and fairs throughout the year to ensure recruitment of any candidates who are interested in AAACV opportunities.

AAACV develops and/or participates in many community partnerships to achieve the best services, programs and information for our local/regional senior population. With these partnerships, all parties work to determine the outcomes, how to make them happen and the resources that each partner can bring to the table. Ongoing outreach with discharger planners is done between the two largest hospitals/clinics in San Angelo: Shannon Medical Center and San Angelo Community Medical Center, as well as, with any hospitals in the rural counties that seek assistance/coordination through the AAACV programs. Visits are conducted in the 12 outer counties of the Concho Valley region, with outreach being completed to hospitals and clinics in the rural counties, regarding all programs/services of the AAACV, to ensure that people throughout the region continue to have awareness about AAACV services. The Caregiver program maintains a Resource Library which is located at the Area Agency on Aging and is available Monday through Friday, from 8am-5pm. Resource material is also available for review on our agency website and individuals can email or call to request that items be pulled for them to be picked up. Materials are borrowed or viewed on a weekly basis by caregivers, receivers, or service providers curious to learn more about the Caregiver program. The AAACV has published a monthly newsletter for the past year and will continue to do so on a monthly or quarterly basis, depending on budget availability; about 1200-1500 individuals throughout the Concho Valley region receive the newsletter on Area Agency on Aging of the Concho Valley
a monthly basis. Each newsletter encompasses all AAACV programs and also includes 2-1-1 Texas of the Concho Valley. This assists in keeping the cost low for all programs while hitting a larger target audience each month. It has proven to be a very successful collaboration. We are also heavily promoting our agency website which will be used to register individuals for monthly meetings, or trainings, facilitated by the AAACV. As often as possible, and when appropriate, the AAA asks each partner, volunteer, or business for in-kind value and then works with each entity on tracking and reporting procedures. These partnerships are win-win for everyone as the target population benefits and all participating community partnerships benefit.

When a Quality Assurance Report (QAR) is returned by the client, it goes to the appropriate Program Manager for review. The Program Manager assesses the need for follow up. If no follow up is deemed necessary, the QAR is sent to the Aging Director for further review. If no further action is necessary, the QAR is provided to the AAA Operations Manager to put in Agency Filing. Each Program Manager keeps track of how many QAR’s are mailed out and returned. This is also tracked in SAMs. The QAR responses are used to identify the need for follow up, further action, or to address any outstanding issues in service delivery, or to ensure that the client’s needs were met. Rate of return is approximately at 46% of completed and returned QARs.

Memorandums of Understanding are also extremely important to the work that is provided between AAACV and community partners. AAACV currently has MOUs in effect with the Local Emergency Management Planning Committee, West Texas RSVP, MHMR of the Concho Valley, CV ADRC, and 2-1-1 Texas of the Concho Valley. AAA staff also participate monthly or quarterly in the following networking meetings: Tom Green County Partnership for Better Health, Adult Protective Services Board, Disability Connections/ADRC, Texas Association of Regional Councils trainings, Angelo State University Social Work program, CVCOG Executive Committee, Local Emergency Planning Committee, Concho Valley Health and Social Resources, quarterly Ombudsman trainings, Concho Valley Emergency Food and Shelter Board, SAMs Conference calls, West Texas RSVP Board, and the Texas Hunger Coalition Committee.

One of the full-time Benefits Counselors received certification to serve as a BC II. The BC II is responsible for providing Medicare and Medicaid information in reference to eligibility, enrollment for benefits, filing complaints/ rights and appeals with Medicare and Medicaid. The BC II has also attended the training for Texas Advance Directives which enables her to provide long-term planning for Medical Power of Attorney, Directive to Physicians, and Out of Hospital Do Not Resuscitate Order; certification to prepare advance directives has been achieved. The BC II provides assistance to Medicaid and Medicare beneficiaries over the age of 60 and can also provide assistance to Medicare beneficiaries under 60 who have been on disability for over 24 months.
The AAACV Care Coordinator works closely with Adult Protective Services in relaying the needs of the client when there are no other solutions within the community to meet the client’s needs. The Care Coordinator, depending on the severity of the case, will make a phone call or complete a report online to APS on behalf of the client. Once the client is assigned a local Case Manager, that Case Manager works with our Care Coordinator to properly address the needs of the client. With the collaboration between the two parties, they are able to best identify solutions for the client. The Care Coordinator also works relentlessly to find other community resources to meet the needs of clients, in which we are unable to meet. Hope for the Holidays, a seasonal program, was able to meet the needs of several clients by purchasing much needed items such as: water heater (including payment of labor for installation), bedroom suites, air conditioner, stove, refrigerator, and dental. This partnership has been extremely beneficial to our consumers who are most in need.

The interest in developing new programs that may be appropriate for seniors and family caregivers in our region continues to grow. Evidence-based programs assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals. These evidence-based programs, especially a falls-prevention program, are of special interest because there are so many older people in our rural region who can benefit from this type of program. It also has possibilities for reinventing the senior centers, as well, as these fall prevention programs could take place at the senior centers. The Matter of Balance class has been extremely well received and we were fortunate to have had one class successfully implemented in one of our rural counties over the past year. The other evidence based program that has just been implemented is Stress Busting. This program provides support to family caregivers of people with Dementia or Alzheimer’s; it is proven to improve the quality of life of family caregivers who provide care for people with Alzheimer’s disease and other dementias and help caregivers manage their stress and cope better with their lives. This program only recently began in our region.

The Area Agency on Aging of the Concho Valley utilizes the Direct Purchase of Service method of procurement for services; there are no subcontracted relationships. AAA studied direct service provision and determined that the outcome of implementation would be facilitation of data input accuracy plus time and cost effectiveness for both vendors and AAA staff. Using DPS has resulted in a tremendous cost savings in purchase, implementation and maintenance of client tracking and reporting software, specifically with SAMs. Using DPS eliminated the need for total conformed budgets and audits by vendors (a significant cost savings) plus modified monitoring procedures. Regulations still must be met, but the relationship between the AAA staff and the vendors continues to be a mutually supportive one. In addition, the AAA provides technical assistance and information to the Senior Center programs of this region. Clients have the opportunity to comment confidentially on services and quality. Senior centers are required to maintain health and fire inspections, and special visits are conducted if/when issues come up.

Area Agency on Aging of the Concho Valley
To further address service delivery guiding principles, the following policies and procedures are for all staff concerning service coverage, intake procedures, service authorizations and referrals to other community/state/federal resources. Guidelines as outlined in the current Texas Administrative Code, Title 40, Part 1, Chapter 81 will be followed to help achieve goals as outlined in the description for the Designation of Planning and Service Areas.

1. **Answering the telephone.**
   a. Each staff, temp. and/or volunteer shall answer the local phone number “Concho Valley Council of Governments.” The CVCOG and the CVAAA no longer are required to include “…and Area Agency on Aging”.
   b. In accordance with 40 TAC 260.1, each staff, temp. and/or volunteer shall answer the toll-free phone number “Area Agency on Aging”.
   c. Failure to comply with existing TAC rule is a Level 1 Sanction, and Texas Department of Aging and Disability Services (DADS) staff monitors these phones.

2. **Staff Service Coverage.**
   a. Each staff member has an designated category of service provision, such as I, R & A, Care Coordination, Caregiver Services, Legal Assistance and Awareness, Income Support, Ombudsman, etc.
   b. Most staff members have some overlapping time to be able to fill in the gap when another staff needs assistance or is out of the office.
   c. The staff mainly designated for a particular service is the lead person, and others will only provide service under that person’s specific direction.
   d. If the main staff person is out of the office or otherwise unavailable, other staff members may fill in those duties ONLY until the normally designated person becomes available. If the normally designated person is in the office, another person may only act on their behalf with expressed approval from the normally designated person.

3. **Staff Cross-referrals for Caller Assistance**
   a. CVAAA goal: provide personal and appropriate response to callers and avoid any perception of giving callers “the run-around”. Staff communication is the key to effective caller/consumer management and mutual cooperation and understanding for the AAA team.
   b. Whenever possible, calls from the front desk go to the specific person that is requested by name or title/job description.
   c. If the AAA designated staff to handle IRA is on another line, with a client, out of the office, or otherwise unavailable, the other staff with IR&A funding will share taking the calls. Call sharing should be as equal as possible. Exceptions:

   Area Agency on Aging of the Concho Valley
i. Major deadline that day or 8 a.m. the following day, but staff must communicate this deadline exemption request to the rest of the staff in advance.

ii. Major crisis with a client, but staff must communicate this deadline exemption request to the rest of the staff in advance along with the expected amount of time needed to solve the crisis.

d. When one staff member is talking with a caller, and the staff believes the caller needs the expertise of another staff member, the caller transfers that call directly to the other staff. Under no circumstances shall the call be transferred back to the receptionist.

e. Any time a staff member is dealing with a crisis involving a consumer or an impending deadline and needs some relief from other staff, that person needs to communicate their situation and the need to other staff. Email is good communication.

f. Any time a staff member takes a call; they should either enter the data in SAMS themselves or give the handwritten information to the designated Program Specialist for input into SAMS.

g. When one staff member refers a consumer caller to another staff member, both staff members should communicate about the client/caller’s needs. If one staff has previously spoken with or worked with the client/caller in the past, staff must communicate with other staff to see if something has changed with the client/caller since they were last assisted.

4. Absences from Work. When a staff member wants leave time or to attend a conference, etc., staff needs to request advance permission from the Director. “Advance” means enough time for direct communication between Director and Staff concerning work, deadlines, etc. during working hours prior to the planned leave.

a. When a staff member is going to be out of the office (a day, days, few hours or few minutes), they need to inform the rest of the AAA team.

b. Email notification is acceptable. Suggested wording may include:

   i. Personal – “I will be taking leave for the rest of the day and will return ______”. Indicate the days or half days, and give approximate amount of time if it’s less time than that. No other explanation of where you’re going or why is expected or appropriate.

   ii. Work related – Indicate where you’re going and general purpose, such as “home visits in Brady and Mason” and estimated time of return. Nothing specific is expected. However, for work related home visits, etc., write destination (name, address, phone, etc.) on your office calendar in case of an emergency.

c. Staff is responsible for informing the front desk and signing out any time they will be away from the office and signing in upon staff’s return.

d. If staff is going to be more than 15 minutes late and has not left a message with other staff and with the front desk the day before, staff needs to call the front desk and either have the call transferred back to someone in Aging or send an email with the expected time of arrival.
e. If lateness is for work-related business, staff should indicate the generality. If lateness is personal, all that is necessary is that a person is “running late”, or will be in at ___”. Should the staff member be unable to report for duty due to unplanned leave, staff is to call the Answering Service by 7:30 am. It is also their responsibility to call or email the director of pending appointments, etc. for the day. This will give the director enough time to plan coverage for the day.

f. All staff should develop a procedures sheet for their work that indicates the location of major documents, client files, calendar plans, etc. in case another staff member needs to manage a consumer’s crisis or question. All staff will determine the individual locations for such individualized procedure sheets.

5. Intake Procedures.
   a. Any potential consumer must fully complete and sign an Intake Form before any service paid through the Concho Valley Area Agency on Aging can be authorized and implemented.
   b. In the case of emergencies and/or short notice requests, staff will make every effort to assist consumers in completing the intake forms. If this cannot be accomplished, the Area Agency on Aging cannot serve this individual and will refer them to other resources that may not require completed and signed Intake Forms.

6. Service Authorizations.
   a. Service can only be authorized for consumers after the proper intake procedures detailed above have been completed.
   b. If some services require special procedures (see Policies and Procedures for each service category), those procedures must be completed as well, such as for Caregiver Respite Voucher.
   c. All service authorizations to vendors or agreements under Income Support will be in written on the Service Authorization form of the Concho Valley Area Agency on Aging to the vendor and to the consumer and signed by the Area Agency on Aging staff member.
      i. Faxed service authorizations are acceptable, but the original must be maintained in the consumer’s file.
      ii. Verbal agreements for service are not official until a written service authorization is sent.

7. Consumer Interaction
   a. Money handling
      i. No staff member may ever accept a check, money order, cash, etc. from any client or potential client that is made out to the individual staff member, even if the money is to pay for a specific service. There is no exception to this rule.
      ii. If a consumer, potential consumer, or other person makes a cash donation to the Area Agency on Aging, the staff person accepting the donation must be directed to the CVCOG receptionist for proper handling of donations. Cash donations are discouraged.
b. Gifts. This is a reminder that no AAA staff may accept any gift from a consumer, potential consumer, provider, vendor, etc. as per law.

c. Transportation. No AAA staff may transport any consumer or potential consumer in their private vehicle. AAACV insurance prohibits this practice. Nor shall any AAA staff provide that transportation on their own time.

d. Volunteerism. AAA staff members are expected to do their jobs in an efficient, effective manner within the normal limits of CVCOG work week.

i. AAA may work overtime to meet deadlines or to participate in seminars, trainings, health fairs, etc, if approved by the Director and Executive Staff.

ii. AAA staff may volunteer work for other, totally unrelated nonprofit organizations “on their own time” that is similar in nature to work they would normally do as part of their job with the AAA. However, they must use leave time to pursue this activity. Volunteer work must be for a nonprofit agency or their church, and the beneficiary of the volunteer efforts must not be any consumer or other person or relative of another person who has contacted the AAA for assistance, whether or not any assistance is given.

8. Referrals to Other Community/State/Federal Resources.

a. Staff members should only make specific referrals to callers in their designated service categories. If a caller needs a referral in another category, the caller should be referred to that designated service person.

b. Staff members may make the following general referrals to suggest that callers ask their friends, neighbors, church or belief affiliation members, or other membership organization connections for suggestions for service providers/businesses. Callers should also check with the Better Business Bureau for information on specific service providers.

c. Other general referrals may include APS, HHSC, 2-1-1, Salvation Army, Concho Valley Community Action Counsel, Christians in Action, Texas Legal Hotline, MHMR, etc.

d. If a staff member makes a referral, at least three suggestions should be made and suggestions made only if the caller persists after the above generalities are given.

e. AAA staff must tell callers that we cannot make a specific referral, but that we have used (name at least three) resources without complaint, and stress that the caller should be very diligent in checking out the provider’s credentials, experience and cost. AAA staff may suggest questions that consumers should ask service providers as they determine who to select.

f. AAACV may publish and share a list of resources for various services. However, it must be stressed to the caller/consumer that this is only a list that may include individuals and businesses that have contacted us. In no way is any such list an endorsement of any of the names it contains, and it is the sole responsibility of the caller/client to carefully check out each listed resource.

Area Agency on Aging of the Concho Valley
9. Reporting and Requests for Data – in house and from Texas Department of Aging and Disability Services (DADS):

a. Staff shall provide summary data and support documentation on paper to the Director and/or to DADS as requested and in a timely manner to meet all deadlines.

b. Staff shall refer to the “P&P – Services Tracking Procedures” for clarification of documentation needed.

c. Director shall notify staff as soon as notification pertaining to deadlines, a Performance Measure Testing event, monitoring visit, etc. is known to provide staff with ample time to prepare and produce documentation and schedule their personal and professional calendars so that they will be available as needed.

d. Staff shall not take personal leave in the time frame pertaining to deadlines such as for budget, budget amendments, budget close-out, quarterly performance reports, performance measure testing, monitoring visits, etc. It is possible that some personal leave time during these periods may be arranged with advance approval of the Director.

10. Staff Coordination of Programs, Projects, Presentations, Workshops, etc.

a. Desired outcome: better inner-office communication so that all AAA staff will be aware of all other AAA activities or external related activities which may provide the opportunity for all AAA staff, their consumers, contacts and/or aging network as appropriate to be better trained, educated and/or informed.

b. Rationale: from time to time, staff members develop programs, projects, presentations, workshops, participate in health fairs, etc. that may have a broader interest than the staff member(s) is/are aware, especially since one consumer may have many needs that various AAA staff can meet or refer elsewhere.

c. Action: each staff shall send notice by email to all AAA staff when any event, program, project, presentation, health fair, information, etc. is planned and should be sent immediately upon planning, receipt of information, etc. Staff should send a follow-up email confirmation of event, information, etc. when the date is finalized.

d. Staff planning or participating in events should distribute a flyer to all AAACV staff as soon as such flyer, memo, etc. is developed in case other AAA staff wish to participate or share the information with their clients.

The Area Agency on Aging of the Concho Valley receives Older Americans Act funds and State General Revenue as passed through the Texas Department on Aging and Disabilities Services according to the established funding formula. In addition, AAACV seeks opportunities for additional grants as they become available through DADS and/or other sources such as the CMS funding and as staff believe they can manage with their regular work load. Local cash is used for Admin match and for over-match through the nutrition and transportation programs to effectively leverage federal and state funds. The local programs find the funds to pay for these meals not paid for through the AAA or program income.
Through the CVCOG accounting systems, AAA key staff members have access to operations reports and account records to track expenditures by accounts. The AAACV Director, AAA Operations Manager and the Finance Director receive aging track funding through NFAs and develop and compare summary sheets with summaries sent by DADS. AAA staff and the CVCOG Finance department have worked together to develop an effective tracking and reporting system to compile data and compare it for accurate tracking of funding and performance data. It is a top priority for AAACV to achieve the highest level of program and fiscal accountability.

Although it is a very challenging process, AAACV staff members study requests for information, projected costs, actual performance and any other pertinent information to try to make reasonably accurate performance projections. We appreciate the opportunity to revise these projections as it seems that unexpected circumstances always arise. Nevertheless, AAACV staff continually track and study data actual performance and projections to attempt to reconcile them.

The AAACV maintains an Emergency Operations Manual which is reviewed and updated, if needed, annually. Below is the introduction and brief description of the manual which is utilized during times of emergency; this plan is reviewed by the Executive Staff, which includes the CVCOG Executive Director and Property Manager, along with all new staff, and reviewed annually by current staff.

This Emergency Plan will guide us in effectively responding to an emergency. This plan will not tell us exactly what to do from minute to minute once an emergency occurs; however, it will provide us with a well devised system to best organize our resources, and this Plan will guide each person to the duties and functions they will be responsible for in the event of an emergency.

It is expected that everyone on staff will become familiar with this Emergency Plan and how the Emergency Team Model works. It is also expected that each person will thoroughly understand his or her role and responsibilities in an emergency, before an emergency occurs.

This Emergency Plan will not answer every question or solve every problem that will be encountered in an emergency. This plan will need to be updated and improved upon from time to time. Many vital questions and problems will be answered and solved by activating practice Emergency Plans. It is especially important that new information learned after using this plan in practice and in response to real emergencies becomes incorporated in revisions. Everyone’s input is vital toward the goal of making this Emergency Plan a tool which everyone in this agency will feel confident about using.

**Disaster Response Mission Statement**

Area Agency on Aging of the Concho Valley (AAACV) is not a first responder. In instances where advance notice is given of an impending event, AAACV will contact providers to access readiness and determine needs.;
AAACV shall respond to any requests made by such professionals in assisting members in our community in need.

AAACV will work with staff to secure their physical safety and well-being and will include staffs’ concern for their families and homes in its emergency response plans. All staff will be trained and prepared to operate under emergency/disaster response conditions.

The Concho Valley Council of Governments (CVCOG) and the AAACV Director have contact information for all vendors, media outlets, major emergency responders and AAA employees if an emergency arises during non-working hours.

Senior Centers (nutrition sites) across the Concho Valley already have in place the provision of providing extra meals in case of known events, shelf stable meals. The majority of the nutrition sites are designated as feeding sites in case of disasters so they have already taken steps to be able to provide meals during an event, if safe, and after the event.

AAACV partners with 2-1-1 Texas of the Concho Valley (2-1-1 TX-CV). 2-1-1 TX-CV is recognized by the Texas Alliance of Information and Referral Services and Alliance of Information & Referral Systems as the primary source of information regarding human services resources for victims of major disasters in the Concho Valley Region. As a member of the countywide disaster response network 2-1-1 Texas of the Concho Valley’s primary mission during times of disaster is to maximize community access to critical resources. They do so by adapting their normal information gathering and services delivery procedures to meet the circumstances of specific disasters. Emerging needs will be evaluated as they occur and prioritized in relation to the needs of routine operation. Priorities will shift to addressing time-sensitive and disaster-specific issues as needed while maintaining normal service as much as possible until we can return to full normal operations. 2-1-1 Texas will aggressively seek new and updated information and actively disseminate such information to individuals impacted by the disaster, to other agencies, organizations, and individuals involved in the disaster response efforts, to the media, and the general public. 2-1-1 TX-CV will strive to appropriately link people in need with available community resources and partner with appropriate community emergency preparedness and response agencies to create an effective communication network for disaster response. Due to their structure and ability to respond to disaster and emergency responses, AAACV will work closely with 2-1-1 to address any emergencies or disasters that occur in the Concho Valley region.
Regional Needs Summary

The Area Agency on Aging of the Concho Valley (AAACV) uses a variety of methods to continually update its needs assessment for the older population of the region. The AAACV used the following information sources to help identify needs of older individuals and their caregivers in the Concho Valley region: Advisory council, AAA staff analyzed their respective programs, Board of Directors inquiries, Information, Referral and Assistance logs, and continuous interviews with AAA staff, providers, volunteers, and consumers.

The AAACV conducts bi-monthly meetings of the Regional Advisory Committee on Aging (RACOA) board, in which the public is welcome to attend at any time. However, only RACOA board members have voting privileges. RACOA board members consist of individuals from each of the thirteen counties in the Concho Valley region; members include concerned Senior Citizens, vested business and organizational leaders from around the area, and several health care providers. RACOA board members, staff, and visitors serve as a constant voice to the trends and needs of the community at each meeting. Representatives at these meeting address and present on what is relevant at the time of the meeting, which can include seasonal needs like, high utility bills, Medicare Part D, holiday meal sites, etc. The AAACV staff is in attendance of these meetings to present on current issues, events, and provide updates on each of the programs of the AAA. Some of the needs identified by RACOA board members include: need for adequate housing solutions, including an increase in assisted living facilities in the rural counties, continued obstacles with accessing adequate transportation from the rural counties to Tom Green county, and continued stressors regarding the Affordable Care Act. The top three challenges, aside from transportation issues, that RACOA members feel are present are nutrition services, how the drought has created water shortages throughout the region, and increased need for respite and recreational/educational activities.

On an annual basis, training is conducted with the Concho Valley Title III Vendors, which consists of rural representation and at each meeting the Vendors are asked to relay what they see as continuing needs in each of their counties. Vendors tend to see those needs that are not often presented by the actual person in need and offer a much needed insight in to some of the unspoken needs that older adults may be facing. Some of the needs addressed by the Vendors are: additional and more flexible transportation, lack of in-home health assistants and medical facilities in rural areas, prescription, utility and dental assistance, and residential repair.

Secondly, the AAACV has a staff who serves as President of the San Angelo Aging Advocates group who meet monthly. This meeting brings a collective group of service providers from throughout the Concho Valley region and allows for the presentation of an agency/program to share what they can do for our older population then allows time for each provider in attendance to present on what service they can offer to older
adults in the Concho Valley region. These meetings allow problem solving for unmet needs and encourage all in attendance to better address the ongoing needs of the older adult population.

Each month, AAACV staff conducts Answers on Aging in each of its 13 counties. As this effort to provide monthly visits to the counties has occurred diligently over the past three years to increase awareness of services, these visits may change to quarterly, as we feel we have achieved the goal in bringing awareness to the outer counties regarding services available through the AAACV. The AAA Outreach Coordinator coordinates visits with the host facility each month and provides media alerts and mail outs to primary sources in the counties. Often times the hosting facility is the county Senior Center, Community Center or library. Media outlets: newspaper(s), radio, television, etc. are notified prior to the visit so that community members are aware that AAACV staff will be in their community to visit with them about services available through the AAA and to also enable them to complete an Intake for services that they may qualify for. These visits include meeting with local elected officials, senior center staff, staff of other human service agencies, and most importantly, older adults and their caregivers.

Information, Referral, and Assistance logs are also completed on a monthly basis by all AAACV staff and these can be used to assist in trending needs/unmet needs of those 60 years of age or older. These logs are extremely beneficial in attaining an overall overview of what all AAACV have been seeing in inquiries from the community. Further, AAACV staff, individually, attends scheduled monthly meetings with the AAA Director at which time their respective program is assessed with the AAA Director and needs/unmet needs of older individuals can be addressed at this time.

The AAACV conducts an annual needs assessment survey to those who have accessed various services through the AAA. These client satisfaction surveys have been conducted by AAACV staff and the AAACV has partnered with Westat to conduct the Eight National Survey of Older Americans. This partnership was made possible by the coordination of the Texas Department of Aging & Disability Services. These surveys are extremely beneficial because it allows an honest viewpoint from the consumers and allows AAACV to make appropriate adjustments where needed. Further, a Quality Assurance Report (QAR) is sent out to each individual who receives services through the AAACV programs. The QAR is returned to the appropriate AAACV staff person for review and is then provided to the Aging Director to review. If there are any problems or concerns raised via the QAR, the AAA Director will contact the person immediately. The QAR specifically asks if there are any unmet needs, after services have been provided, this further allows for more analysis from the consumer’s responses and allows for more coordination of services with partner agencies.

AAACV feels confident in the methods that have been used and continue to be used to identify and address needs of the older population in the Concho Valley region. AAACV feels that by using the various

Area Agency on Aging of the Concho Valley

27
methods described above it has taken great measure to get representation and input from older adults, their caretakers, service providers, the general public, local elected officials, and AAA staff.

Lessons learned from the assessment of needs of older persons in the Concho Valley are that additional funding is needed to continue to meet the growing needs of our region, the need to expand services to allow for similar services that are held in Tom Green county to be held in each of the outer lying 12 Concho Valley counties, and the need to provide more, varied services throughout the region. Over the past 2-3 years, partnerships with the Texas Association of Regional Councils have allowed for the implementation of three Evidence Based programs. At this time, funding is allotted for two Evidence Based programs: Matter of Balance and Stress Busting. Due to the partnership/collaboration with TARC and other AAA’s in Texas, costs were reasonable to enable select AAACV staff to receive the training necessary to become Master Trainers in their respective programs. It is because of partnerships such as these that we are able to continue growing our programs and staying relevant with programs offered throughout the state.

Methods that have been utilized to address the needs of older individuals residing in rural areas include: monthly Answers on Aging, monthly San Angelo Aging Advocates meetings, bi-annual Community Roundtable meetings, partnerships with the Concho Valley Aging and Disability Resource Center, frequent participation in county health and information fairs, and continued networking with providers that service the older population. Answers on Aging allows AAACV staff the opportunity to visit each of the 12 outer lying counties in the Concho Valley region and have community members self-identify needs that they are encountering. There are some needs, such as, utility bill assistance, durable medical equipment, respite services, or other basic needs (food, clothing, shelter) that AAACV staff are able to address and possibly assist with, but also help identify recurring unmet needs. Dental resources, especially in the rural areas, continue to be an ongoing unmet need. AAACV worked with rural providers to distribute needs assessment surveys and worked closely with service providers in the Concho Valley region to target the needs expressed by individuals in this target group.

A number of AAA programs also have ongoing monthly and quarterly trainings in which program participants are given the opportunity to address needs. The 2-1-1 Texas of the Concho Valley program, a strong partner of the AAACV also provides quarterly needs reports and aside from dental needs, the top needs seen for low-income older individuals and older individuals residing in rural counties continues to be financial assistance for utility bills, financial assistance with medical bills, transportation to and from doctor’s appointments, and residential repair. AAACV worked with rural providers to distribute needs assessment surveys and worked closely with service providers in the Concho Valley region to target the needs expressed by individuals in this target group. One of the most productive collaborations was that with the Concho Valley Transit District to help quickly address identified transportation needs. The Adult Enrichment Center (AEC) has

Area Agency on Aging of the Concho Valley
also been a great resource to help address extended respite services that the AAACV Caregiver Support program could not assist with. The Adult Enrichment Center provides a great avenue for those who would prefer a more structured setting with activities, supervision, bathing, meals, and medication management throughout the day. Staff at the AEC keep the clients occupied throughout the day with games, music, socialization and interaction to enhance the visit. Caregivers report feeling more comfortable with this option and feel confident that their loved one is in a safe environment and being care for by professional staff while the Caregiver is away tending to their personal matters. The Caregiver program also works, as needed, with the CVCOG’s Senior Companion Program (SCP) to address needs that cannot be covered by the Caregiver program. This often requires a referral to the SCP so that further follow up and assessment can be completed for program eligibility. While the two programs may operate similarly, the biggest difference between the AAACV Caregiver program and the Senior Companion Program is that the consumer for Caregiver is considered the person primarily providing support and care for the loved one, aged 60 and over, or the grandparent aged 55 and over raising grandchildren; SCP’s focus is on the older individual, usually residing at home alone, who tends to not have family support.

Again, AAACV participates in bi-annual Community Roundtable meetings in which AAACV, Texas Department of Aging and Disability Services, the Concho Valley Mental Health Mental Retardation (MHMR), and the Concho Valley Aging and Disability Resource Center (CVADRC), along with other invited community partners, network to educate staff of all entities about changes in programs/services, discuss trends in needs/unmet needs, and gain a better working relationship to better service residents of the Concho Valley, including older individuals with severe disabilities. AAACV works closely with the CVADRC by partnering as often as possible to coordinate services. Throughout the year, the AAACV Benefits Counselor partners with the CVADRC and CVMHMR to schedule times and dates to go to their respective offices and is available to assist individuals, who meet AAACV criteria, with questions regarding their benefits.

The AAACV Caregiver Support program is a leader in providing educational and support group opportunities on a monthly basis to those in need of these services. A monthly group called Caregivers United has been extremely successful over the past year in attaining sponsors from the community via local restaurants, home health agencies, or other community groups who have provided lunches, desserts, and door prizes to assist the Caregiver Coordinator in keeping funds minimal and covering costs that are not allowable with grant funding. The Stress Busting class has allowed AAACV to further provide assistance to a specific target group, Care Givers providing care for a loved one who has Alzheimer’s or Dementia. The class sizes are small to allow the ease of discussion related to the serious concerns and emotional stressors that are related to caring for a person with Alzheimer’s or Dementia.
Based on the needs assessments identified by community members, AAACV staff, and other key contacts, the AAACV will continue to identify, monitor, and address the unmet needs of older persons in the Concho Valley. AAACV will rely on already formed partnerships with such programs as the Concho Valley Transit District, 2-1-1 Texas of the Concho Valley, Concho Valley Aging and Disability Resource Center, Concho Valley MHMR, and the Texas Silver Haired Legislature in an effort to reduce the number of unmet needs identified by the older population. By tracking the needs of older persons, the AAACV can easily identify and coordinate with other interested parties to get these needs met in a timely manner. While not all needs will be met immediately, older persons can rest assured that their voice is heard at all levels.

Several barriers exist for the Concho Valley Area Agency on Aging, in meeting the needs of residents in the area. While our agency is aware of these barriers, we always strive to address service needs gaps as proficiently and as quickly as possible. One of the continuous barriers is language. Aside from English, the second requested language is Spanish. It is our top priority to have available staff who are bilingual and are able to meet the needs of our Spanish speaking clients to avoid any prolonged language barrier issue. The AAACV also ensures to print material regarding services and other related literature, in English and Spanish, so that individuals who only read Spanish are able to stay updated. We continue to try to address further opportunities in which we have not yet been able to consistently have translated, such as the AAA section of the CVCOG website and the monthly newsletter published by the AAA. Funding for the additional pages, to print a bilingual newsletter, along with the lack of funding to pay staff or a professional to translate the newsletter and website are main contributors to this barrier.

Another barrier, which the AAACV continually tries to address are the obstacles associated with our office being in such a rural region. While we work on coordinating services and try to make visits to each of the 12 surrounding counties to Tom Green, at least once a quarter, we have more individuals who seek our services on a routine basis and would prefer to be seen prior to our quarterly visit to the community. Often times, these residents state issues such as: lack of funding for fuel, no transportation, medical issues which prevent them to drive in to our office, etc. which make it difficult for them to come to the main office in San Angelo. We do try to address this barrier, by working with the client, remotely, as often as possible. We continue to try to find community partners in each county so that we may have more visibility in the counties. A continued barrier in

Area Agency on Aging of the Concho Valley

30
completing outreach and visits to the rural counties is the drive time. Our further county, Mason, is almost 2 hours away from Tom Green, making this a 4 hour round trip. AAACV staff who schedule outreach in Mason, often times, take the entire day to complete outreach when going to Mason and will make stops in Concho and Menard, which are along the route; this trip then has the AAACV staff out of the office for one entire day, with drive time taking up half of the day.

Finally, another barrier that AAACV continues to address is how to stay competitive with for profit businesses, so that we are able to maintain qualified, trained staff. Over the past 2 years, the oil field growth has slowly been affecting the employment opportunities in our area. Either families are prospering from one spouse working in the oil field and the need for two spouses to work full time is decreasing or businesses such as restaurants and/or retail stores are increasing their pay scales by significant amounts which make it enticing for some staff to take a less stressful position at around the same pay as our social services positions. The Aging Director continues to work closely with the CVCOG Human Resource Director and the Executive Director to identify these barriers and find solutions on retention of key staff to ensure that service delivery for the consumers is not impacted.

Partnerships with local community organizations continue to be productive and effective in addressing community needs. The AAACV works on an ongoing basis, daily, monthly, quarterly to interact with community members, service providers, local elected officials, churches, and businesses to get the needs of the older population of the Concho Valley residents addressed in a suitable manner. AAACV works closely with the Concho Valley Transit District to address local and rural transportation issues and needs. The Adult Enrichment Center is also a contributing partner and looks forward to results from the consumer needs assessment to better identify what their agency can do to improve services for the older population. The Concho Valley MHMR is also a great asset to the AAACV to help address mental health and/or disability related issues that are beyond the scope of the services that AAACV is able to provide.

One of the newest partnerships has come through working with the Angelo State University Social Work program and Angelo State University Psychology/Sociology programs. For the past two years, we have been fortunate to have a Field Student (intern) work with the Aging programs to provide an added value to our services. The Field Students are trained by AAACV staff and overseen by the Aging Director and have assisted with providing services to consumers during Open Enrollment by completing call backs, assisting with referrals,
completing Intakes; they also have assisted with projects like updating the annual Senior Sourcebook publications, researching Aging issues and reporting to our agency on their findings. Overall it has been a successful collaboration in which we are able to maximize additional “staff” time by utilizing the Field Students without any cost paid for their time. We look forward to continuing this partnership with Angelo State University. We are continuously seeking new opportunities to enhance our network for community resources so that we may provide the most up-to-date information to all consumers of the Area Agency on Aging of the Concho Valley.

Local Strategies Supporting Program Goals and State Strategies

Section A. Area Agency on Aging Administration

ACL/AoA Focus Area(s): Focus Areas 1, 2:

State Objective: Objective #1

Local Goal: The AAACV will develop a system to assist individuals in need of long term services and supports in living healthy, independent lives in their homes and communities by improving quality of care while reducing costs by diverting individuals from institutional settings.

Local Objective #1: The AAACV and partner agencies (DADS Regional, MHMR, ADRC, APS, FGP, SCP, Social Security Administration, Veterans office) will continue to network, refer amongst the various programs, and advocate on behalf of each client who is in need; utilizing the CV ADRC, as often as possible, to ensure a seamless service delivery.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Benefits Counselors, Care Coordinator, Care Giver Coordinator, Program Specialists.

Measurable Outcome: 1. Eligible individuals are provided with the services they need and/or have accessed all resources known to AAACV in an attempt to get the need met. 2. Quality Assurance Reports will assist in identifying the necessity for follow up for unmet needs.

Local Strategy #1B: The AAACV will conduct planning and outreach activities to determine community needs and service delivery priorities for targeted populations for the present and next area plan cycles by collecting and analyzing data by networking with community agencies, guidance and reporting from the Advisory Council, and internal staff reporting.

Staff Position(s) Responsible for Strategy: AAA Director, Operations Manager, Benefits Counselors, Care Coordinator, Care Giver Coordinator, Managing Local Ombudsman

Measurable Outcome: 1. Based on community needs assessments, IR&A logs, and staff analysis, target populations may change based on the demand for services. 2. Staffing will be adequate to handle the demand for services to the target populations we serve based on service delivery priorities.


Local Strategy #1C: The AAACV will partner with other CVCOG programs and/or community partners to ensure visibility in the 12 outer counties continues, on at least a quarterly basis, by completing “Answers on Aging” visits which consists of coordinating travel to focal points throughout the region which tend to be county Senior Centers to provide legal awareness, IR&A, and intakes, as needed; Tom Green County, the largest county in the region, will continue to have monthly outreach activities.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Benefits Counselors, Care Coordinator, Care Giver Coordinator, Program Specialists, Outreach Coordinator

Measurable Outcome: 1. At least 10-20 individuals will be informed about AAACV services while completing Answers on Aging visits to each of the 12 outer counties; Tom Green County will continue to have outreach completed on a monthly basis. 2. The AAACV core programs will see an increase in individuals seeking assistance from their programs based on the visits to the counties. 3. Each year, we should see an increase of at least 5-10 new community partner agencies based on our networking efforts while completing these visits.


Local Strategy #1D: The AAACV will maintain Memorandums of Understanding or Agreements with regional partners to appropriately document the expectations, strengths, and goals of the partnerships to ensure that services of each agency are being utilized to the fullest extent possible.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Benefits Counselors, Care Coordinator, Care Giver Coordinator, Program Specialists, Outreach Coordinator

Measurable Outcome: 1. Maintain updated MOUs between each significant partnering agency and keep readily available for review or modifications. 2. Ensure that we complete a MOU with each new partnering agency. 3. Avoid duplication of services by clearly outlining the services and expectations of each partner.

Local Objective #2: The AAACV will maintain administrative functions necessary to operate a well-managed Area Agency on Aging in the FY 15-16 Planning Cycle that responds to the needs and preferences of older individuals, with operational elements of the AAA assuring that federal and state compliance and accountability requirements are met.

Local Strategy #2A: The AAACV will continue to utilize internal tools to ensure that funds are expended accordingly.
Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Finance Director
Measurable Outcome: The AAACV will prepare and submit all required budgets and ensure maintenance of effort and adequate proportion are met, unless appropriate waivers are obtained.

Local Strategy #2B: The AAACV will continue to procure services through Direct Purchase of Service vendor agreements and require assurances from vendors that they will provide services according to the required targeting priorities.
Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Finance Director
Measurable Outcome: 1. The AAACV will require nutrition vendors to submit annual waivers, as necessary, and monitor vendor service providing by utilizing quality assurance reviews, desk reviews, and client satisfaction surveys. 2. The AAACV will negotiate all unit rates. 3. The AAACV will require providers to utilize and implement any and all DADS required reporting forms and comply with OAA, TAC, and department policies and procedures.

Local Strategy #2C: The AAACV will continue to complete activities directly related to data entry in to the statewide database system hosted by DADS and reporting for non-direct services.
Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Program staff
Measurable Outcome: 1. The AAACV will ensure accuracy of data entered while maintaining confidentiality and verifying client eligibility for non-direct services. 2. The AAACV will authorize services and verify documentation for Congregate Meals, Home Delivered Meals, and Transportation - Demand Response.
OAA Assurances: 306(a)(3)(A)

Local Objective #3: The AAACV will recruit, train and retain skilled and qualified personnel to enhance the quality of supportive services delivered by the Access and Assistance team.

Local Strategy #3A: The AAACV will continue to follow CVCOG policy and procedure to ensure that all positions are filled in a timely manner, when vacancies occur, by working closely with the CVCOG Human Resource Director and Executive Director.
Staff Position(s) Responsible for Strategy: Aging Director
Measurable Outcome: The AAACV will have staff positions filled at all times, with priority on filling vacancies when they occur, unless budgetary restraints prevent this.


Local Strategy #3B: The AAACV will continue to recruit volunteers and utilize Field Students (interns) from the community and through the Angelo State University Social Work program to further promote and provide services overseen by the Access and Assistance team.

Staff Position(s) Responsible for Strategy: Aging Director

Measurable Outcome: The AAACV will actively recruit volunteers/interns per Fiscal Year for the various programs that are dependent on the use of volunteers/interns to make their program prosper by participating in health fairs, working with programs that provide volunteers like West Texas RSVP, Angelo State University and Howard College, and by completing volunteer recruitment through orientations throughout the year. Such programs include: Benefits Counseling, Evidence Based Intervention, Long-Term Care Ombudsman, Regional Advisory Committee on Aging, and Aging Administration.


Local Objective #4: The AAACV will continue to serve as an active member of emergency planning response for those 60 years of age and older and their caregivers for the Concho Valley region.

Local Strategy #4A: The AAACV will continue to coordinate with local, state and emergency personnel in the preparation of emergency planning for the Concho Valley region, which includes the CVCOG Emergency Response Communications Department (9-1-1, Homeland Security, and Criminal Justice programs).

Staff Position(s) Responsible for Strategy: Aging Director, Care Coordinator

Measurable Outcome: 1. The AAACV will have staff who attend monthly Local Emergency Planning Committee (LEPC) meetings to serve as the liaison between the AAACV and LEPC. 2. AAACV staff will participate in all drills, trainings, and education provided by the CVCOG Emergency Response Communications Departments, which includes Active Shooter training, safety precautions for various emergency response situations, and other coordinated drills.

OAA Assurances: 306(a)(17)

Local Strategy #4B: The AAACV will maintain an Emergency Operations Manual for AAACV staff to utilize during times of emergency or disaster in the Concho Valley region.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager

Measurable Outcome: The AAACV will update the Emergency Operations Manual, annually, and ensure that all AAACV staff review it on an annual basis.

OAA Assurances: 306(a)(17)

Section B. Long-term Care (LTC) Ombudsman Services

ACL/AoA Focus Area(s): Focus Areas 1, 2, 3, 4:
State Objective: Objective #1

Local Goal: The AAACV will continue to identify, investigate, and attempt to resolve complaints and concerns made by or on behalf of residents of nursing and assisted living facilities throughout the Concho Valley region by ensuring access to Certified Ombudsmen.

Local Objective #1: The AAACV will ensure that the LTC program is adequately staffed with trained individuals who are certified or seeking certification to meet and/or exceed program requirements, including that all program funds are spent accordingly.

Local Strategy #1A: Will work closely with CVCOG Human Resources Director and the DADS State Long-term Care Ombudsman program to maintain that individuals being considered for or are working with the LTC Concho Valley program are eligible to seek and maintain certification.

Staff Position(s) Responsible for Strategy: Aging Director, Managing Local Ombudsman

Measurable Outcome: This outcome will be measured by the assigned staff documenting all hours of training. These hours will then be reviewed and confirmed by MLO and/or Aging Director for accuracy and approval. The MLO and/or Aging Director will initiate the scheduling of the shadowing visits, which will also be documented and logged in the training file for each assigned staff person.


Local Strategy #1B: The Ombudsman program staff will actively and continuously seek opportunities to recruit individuals to become Certified Volunteer Ombudsmen CVOs.

Staff Position(s) Responsible for Strategy: Aging Director, Managing Local Ombudsman

Measurable Outcome: This outcome will be measured by reviewing items 1-4 on a bimonthly basis between the MLO and Aging Director to ensure targets are being met.

1. Will utilize OmbudsManager to document and report Ombudsman activities and track the percentage of complaints resolved or partially resolved as reported to DADS. 2. Will report all events or measures taken to complete volunteer recruitment by documenting participation, completing follow up and successful completion of certification. 3. Will review recruitment efforts quarterly to evaluate effectiveness and the need to change strategies for recruitment. 4. Will ensure that the projected number of active CVOs is met within the 5% plus or minus variance.


Local Strategy #1C: The Managing Local Ombudsman will be responsible for recruitment, background check, and that satisfactory and timely training is be completed for new staff in the Ombudsman program or those seeking to become a CVO and that quarterly training is provided to all CVOs and staff associated with the Ombudsman program.

Staff Position(s) Responsible for Strategy: Aging Director, Managing Local Ombudsman

Measurable Outcome: This outcome will be measured by receiving confirmation from DADS that the background check was received, by documenting the notification to the potential volunteer of the results
of the background check and by documenting all communication between the MLO and potential volunteer to schedule a time for training.

1. Background check will be submitted to the DADS State Long Term Care Ombudsman program within five business days, upon completion of the application, by the interested volunteer.
2. The MLO will inform the potential volunteer regarding the outcome of the background check within five business days of receiving notification from the State office. 3. The MLO will ensure that training is held in a timely manner which is most productive for the new volunteer.


Local Strategy #1D: The AAACV will ensure coordination of services, with minimal costs to the Ombudsman program will occur, when making arrangements to meet visiting requirements to nursing and assisted living facilities throughout the Concho Valley region.

Staff Position(s) Responsible for Strategy: Aging Director, Managing Local Ombudsman,

Measurable Outcome: This outcome will be measured by the MLO documenting and/or reviewing all nursing and assisting living facility visits which have been completed by staff and volunteers, on a monthly basis. Frequent assessment and analysis throughout each month will be completed by the MLO to ensure that all efforts are being made to complete all required visits.

1. 100% of nursing facilities will be visited monthly. 2. Assisted living facilities will be visited at the minimum amount required by the current ALF Visit Schedule, but will strive to visit ALFs throughout the region 100% each month.


Local Strategy #1E: The AAACV will ensure that the LTC Ombudsman program will not expend less than the funds allotted through the Maintenance of Effort (MOE).

Staff Position(s) Responsible for Strategy: Aging Director, Managing Local Ombudsman, Operations Manager, CVCOG Finance Director

Measurable Outcome: This outcome will be measured by the Aging Director documenting each monthly visit held with the MLO in which the program expenditures are reviewed.

1. On a monthly basis the Ombudsman program expenditures will be reviewed by the Aging Director and Operations Manager. 2. The Aging Director meets with the CVCOG Executive Staff on at least a quarterly basis to review that funding goals are being met.

OAA Assurances: 306(a)(9)

Local Objective #2: The AAACV will ensure that all Ombudsman staff and CVOs are trained on Money Follows the Person and that all funds associated with the program are spent accordingly, avoiding de-obligation of funding, in an effort to provide information on all options available for those currently residing in nursing or assisted living facilities.

Local Strategy #2A: The MLO will be responsible for staying updated on Money Follows the Person training, updates, and activities and relaying this information to all involved in the Ombudsman program.
Staff Position(s) Responsible for Strategy: Aging Director, Managing Local Ombudsman
Measurable Outcome: All guidelines provided through MFPD will be followed according to guidelines provided.


Local Objective #3: The AAACV will utilize OmbudsManager to document and report Ombudsmen activities and track the projected percentage of complaints resolved and partially resolved throughout the Concho Valley region as reported to DADS.

Local Strategy #3A: The MLO will be responsible for recording all appropriate documentation in an accurate and timely manner.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Managing Local Ombudsman
Measurable Outcome: All guidelines provided through DADS will be followed according to guidelines provided.


Section C. Access and Assistance Services

ACL/AoA Focus Area(s): Focus Areas 1, 2, 3, 4:

State Objective: Objective #1

Local Objective: Develop a system to assist individuals in need of long term services and supports in living healthy, independent lives in their homes and communities by improving quality of care while reducing costs by diverting individuals from institutional settings.

Local Objective #1: The AAACV will continue to maintain the region’s integrated access and assistance service delivery system, which effectively guides the older individuals and their family members through a progression of service options consisting of Information, Referral and Assistance by working closely with 2-1-1 Texas of the Concho Valley (Information and Referral network), CV ADRC, local DADS and MHMR offices to stay updated on services available in the community.

Service: Information, Referral & Assistance

Local Strategy #1A: 2-1-1 and AAA staff will have key points of contact so that sharing of information is consistent and current.

Staff Position(s) Responsible for Strategy: All AAACV staff
Measurable Outcome: 1. IRA logs will be entered for each person who calls the AAACV who is 60 years of age or older or calling on behalf of someone 60 years of age and older. 2. Call logs will be used to track the process from initial contact through services delivered or not delivered. 3. Coordinate with 2-1-1 Texas of the Concho Valley and CV ADRC to provide accurate, clear and updated information, referral and assistance in a seamless manner. 4. Participate in Community Area Agency on Aging of the Concho Valley
Roundtable meetings which include DADS partners: the Local Authority (MHMR), DADS local, AAA, and CV ADRC. 5. Maintain the AAACV’s toll-free number to ensure free access to AAACV services. 6. Follow up on IRA calls, as necessary.


Local Objective #2: The AAACV will continue to assess the needs of those 60 years of age and older in the Concho Valley region to effectively plan, arrange, coordinate, and follow-up on services which most appropriately meet the identified needs of the consumer.

Service: Care Coordination
Local Strategy #2A: The AAACV will continue to hire, train, and retain skilled and qualified personnel to empower access and assistance staff to authorize and directly purchase services for clients, as funding allows, and develop individual care plans based on assessment and client input, with emphasis on promoting independence, and inform consumers of the need for advance planning for long-term care along with options.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Care Coordinator

Measurable Outcome: 1. Ensure that case management services provided do not duplicate case management services with DADS services and/or with other Federal or State programs whenever consumers may qualify for one of these other Federal or State programs. 2. Ensure that timely, complete, and accurate client data is entered into the statewide database. 3. Comply with all OAA and DADS policies and procedures and other reporting requirements. 4. Provide each consumer for AAA case management services a list of agencies, when applicable, who provide similar services to the AAA. 5. Give each individual a statement that the individual has the right to make an independent choice of service providers and document receipt. 6. The case manager will serve the individual receiving the service and not the service providers. 7. Service will be promoted and offered throughout the Concho Valley region. 8. In accordance with the OAA, AAACV will give priority to older persons with low incomes, who are members of a minority group, or who reside in rural areas.


Local Objective #3: The AAACV will continue to assess the needs of a caregiver and care recipient, effectively plan, arrange, coordinate, and follow-up on services which most appropriate meet the identified needs.

Service: Caregiver Support Coordination
Local Strategy #3A: The AAACV will continue to hire, train, and retain skilled and qualified personnel to empower access and assistance staff to authorize and directly purchase services for clients, as funding allows, and develop individual care plans based on assessment and client input,
with emphasis on promoting independence, and inform consumers of the need for advance planning for long-term care along with options.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Care Giver Coordinator, Program Specialist

Measurable Outcome: 1. Ensure that case management services provided do not duplicate case management services with DADS services and/or with other Federal or State programs whenever consumers may qualify for one of these other Federal or State programs. 2. Ensure that timely, complete, and accurate client data is entered into the statewide database. 3. Comply with all OAA and DADS policies and procedures and other reporting requirements. 4. Service will be promoted and offered throughout the Concho Valley region. 5. Develop individual care plans based on assessment and client input, with emphasis on caregiver relief. 6. Arrange for and/or directly purchase services that are indicated in the care plan to the extent resources are available. 7. Complete reassessments, quality assurance and follow up requirements, as needed. 8. In accordance with the OAA, AAACV will give priority to older persons with low incomes, who are members of a minority group, or who reside in rural areas.


Service: Caregiver Respite Care - Voucher

Local Strategy #3B: The AAACV will continue to hire, train, and retain skilled and qualified personnel to empower access and assistance staff to authorize and directly purchase services for clients, as funding allows, and develop individual care plans based on assessment and client input, with emphasis on promoting independence, and inform consumers of the need for advance planning for long-term care along with options.

Staff Position(s) Responsible for Strategy: Aging Director, Care Giver Coordinator

Measurable Outcome: 1. Ensure that case management services provided do not duplicate case management services with DADS services and/or with other Federal or State programs whenever consumers may qualify for one of these other Federal or State programs. 2. Ensure that timely, complete, and accurate client data is entered into the statewide database. 3. Comply with all OAA and DADS policies and procedures and other reporting requirements. 4. Service will be promoted and offered throughout the Concho Valley region. 5. Develop individual care plans based on assessment and client input, with emphasis on caregiver relief. 6. Arrange for and/or directly purchase services that are indicated in the care plan to the extent resources are available. 7. Complete reassessments, quality assurance and follow up requirements, as needed. 8. In accordance with the OAA, AAACV will give priority to older persons with low incomes, who are members of a minority group, or who reside in rural areas.


Service: Caregiver Information Services

Local Strategy #3C: The AAACV will continue to hire, train, and retain skilled and qualified personnel to empower access and assistance staff to authorize and directly purchase services for
clients, as funding allows, and develop individual care plans based on assessment and client input, with emphasis on promoting independence, and inform consumers of the need for advance planning for long-term care along with options.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Care Giver Coordinator, Program Specialist

Measurable Outcome: 1. Ensure that services provided do not duplicate services provided by DADS services and/or with other Federal or State programs whenever consumers may qualify for one of these other Federal or State programs. 2. Ensure that timely, complete, and accurate client data is entered into the statewide database. 3. Comply with all OAA and DADS policies and procedures and other reporting requirements. 4. Service will be promoted and offered throughout the Concho Valley region. 5. Maintain a Care Giver resource library located at the AAA office which will contain videos, dvds, etc. 6. Distribute newsletter on at least a monthly basis. 7. Coordinate and plan caregiver training opportunities. 8. Conduct ongoing outreach and networking opportunities to enhance awareness of available respite services, throughout the region.


Local Objective #4: The AAACV will continue to provide guidance by use of our certified Benefits Counselors to assist older individuals and/or their caregiver with economic and social needs, with advice or representation on matters involving insurance issues, public/private benefits, consumer problems and other legal issues.

Service: Legal Assistance - 60 years and older

Local Strategy #4A: The AAACV will continue to hire, train, and retain skilled and qualified personnel to empower access and assistance staff to seek and maintain certification to serve as a Benefits Counselor I & II to serve this target population with benefits counseling services.

Staff Position(s) Responsible for Strategy: Aging Director, Benefits Counselors, Program Specialist

Measurable Outcome: 1. Ensure that services provided do not duplicate DADS services and/or with other Federal or State programs whenever consumers may qualify for one of these other Federal or State programs. 2. Ensure that timely, complete, and accurate client data is entered into the statewide database. 3. Comply with all OAA and DADS policies and procedures and other reporting requirements. 4. Service will be promoted and offered throughout the Concho Valley region. 5. Require completion of certification training for BC I , BC II, and Advance Directives for staff, as designated. 6. Attend available training including those related to Medicare Part D and CMS/SHIPtalk, as funds allow. 7. Inform client of their option to consent to release/share information and obtain authorization as necessary. 8. Coordinate networking opportunities to continue enhancing opportunities for education of resources, services, and partnerships. 9. Coordinate an annual, “Don't Be Fooled” event to promote awareness on Fraud and Scams, specifically fraud prevention for the older population.
**Local Objective #5:** The AAACV will continue to provide legal assistance to Medicare enrollees and eligible disabled (as determined by the Social Security Administration) Medicare pre-enrollees who are under age with funding received through the Centers for Medicare and Medicaid Services (CMS).

**Service: Legal Assistance - less than 60 years of age**

Local Strategy #5A: The AAACV will continue to hire, train, and retain skilled and qualified personnel to empower access and assistance staff to seek and maintain certification to serve as a Benefits Counselor I & II to serve this target population with benefits counseling services.

**Staff Position(s) Responsible for Strategy:** Aging Director, Benefits Counselors

**Measurable Outcome:**
1. Ensure that services provided do not duplicate DADS services and/or with other Federal or State programs whenever consumers may qualify for one of these other Federal or State programs.
2. Ensure that timely, complete, and accurate client data is entered into the statewide database.
3. Comply with all OAA and DADS policies and procedures and other reporting requirements.
4. Service will be promoted and offered throughout the Concho Valley region.
5. Work closely with the CV ADRC to provide ample opportunities for individuals who frequently visit the CV ADRC to have access to the Benefits Counselors, who meet program eligibility.
6. Require completion of certification training for BC I, BC II, and Advance Directives for staff, as designated.
7. Attend available training including those related to Medicare Part D and CMS/SHIPTalk, as funds allow.
8. Inform client of their option to consent to release/share information and obtain authorization as necessary.
9. Coordinate networking opportunities to continue enhancing opportunities for education of resources, services, and partnerships.
10. Coordinate an annual, “Don’t Be Fooled” event to promote awareness on Fraud and Scams, specifically fraud prevention for the older population.


**Local Objective #6:** The AAACV will continue to disseminate accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to older individuals about public entitlements, health/long-term care services, individual rights, planning/protection options, and housing and consumer needs.

**Service: Legal Awareness**

Local Strategy #6A: The AAACV will continue to hire, train, and retain skilled and qualified personnel to empower access and assistance staff to provide awareness of these services throughout the Concho Valley region, with emphasis on promoting independence, and informing consumers of the need for advance planning for long-term care along with options.

**Staff Position(s) Responsible for Strategy:** Aging Director, Benefits Counselors, Program Specialist

**Measurable Outcome:**
1. Ensure that services provided do not duplicate DADS services and/or with other Federal or State programs whenever consumers may qualify for one of these other

Area Agency on Aging of the Concho Valley

42
Federal or State programs. 2. Ensure that timely, complete, and accurate client data is entered into the statewide database. 3. Comply with all OAA and DADS policies and procedures and other reporting requirements. 4. Service will be promoted and offered throughout the Concho Valley region on at least a quarterly basis. 5. Require completion of certification training for BC I, BC II, and Advance Directives for staff, as designated. 6. Attend available training including those related to Medicare Part D and CMS/SHIPTalk, as funds allow. 7. Inform client of their option to consent to release/share information and obtain authorization as necessary. 8. Coordinate networking opportunities to continue enhancing opportunities for education of resources, services, and partnerships. 9. Coordinate an annual, “Don’t Be Fooled” event to promote awareness on Fraud and Scams, specifically fraud prevention for the older population.


Local Objective #7: The AAACV will continue to disseminate accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to older individuals about public entitlements, health/long-term care services, individual rights, planning/protection options, and housing and consumer needs.

Service: Legal Awareness
Local Strategy #7A: The AAACV will continue to hire, train, and retain skilled and qualified personnel to empower access and assistance staff to provide awareness of these services throughout the Concho Valley region, with emphasis on promoting independence, and informing consumers of the need for advance planning for long-term care along with options.
Staff Position(s) Responsible for Strategy: Aging Director, Benefits Counselors, Program Specialist
Measurable Outcome: 1. Ensure that timely, complete, and accurate reporting on legal awareness activities is entered into the statewide database. 2. Comply with all OAA and DADS policies and procedures and other reporting requirements. 3. Legal awareness activities will be promoted and offered throughout the Concho Valley region on at least a quarterly basis; with the newsletter being distributed monthly throughout the region. 4. Require completion of certification training for BC I, BC II, and Advance Directives for staff, as designated. 5. Attend available training including those related to Medicare Part D and CMS/SHIPTalk, as funds allow. 6. Coordinate networking opportunities to continue enhancing opportunities for education of resources, services, and partnerships. 7. Coordinate an annual, “Don’t Be Fooled” event to promote awareness on Fraud and Scams, specifically fraud prevention for the older population.


Section D. Services to Assist Independent Living

ACL/AoA Focus Area(s): Focus Areas: 1, 2, 3:

State Objective: #2
**Local Goal:** The AAACV will assist older individuals in remaining in the community by providing an array of OAA supportive services that promote personal independence.

**Local Objective #1:** The AAACV will ensure that the temporary relief for caregivers includes an array of services provided to dependent older individuals who need supervision.

Service: Caregiver Respite Care - Voucher  
Local Strategy #1A: Consumer Directed service in which the individual provider is chosen by the Caregiver.  
Staff Position(s) Responsible for Strategy: Aging Director, Care Giver Coordinator, Program Specialist  
Measurable Outcome: 1. All Caregivers will be made aware of their option to choose. 2. Will maintain monthly Caregiver information sessions that will provide educational information for Caregivers, while allowing for respite.  

Service: Health Maintenance  
Local Strategy #1B: The AAACV will provide health maintenance services to support personal independence.  
Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Care Coordinator, Program Specialist  
Measurable Outcome: 1. The AAACV will require the provider to: comply with AAACV Service Authorizations, comply with service provision rules, regulations, and licensing requirements, protect confidentiality of all information pertaining to clients, inform client of ability to consent to release/share client information and obtain authorization as necessary, and will comply with all OAA, TAC, and department policies.  

Service: Homemaker  
Local Strategy #1C: The AAACV will provide homemaker services to help the consumer sustain independent living in a safe and healthful home environment.  
Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Care Coordinator, Program Specialist  
Measurable Outcome: 1. The AAACV will require the provider to: comply with AAACV Service Authorizations, comply with service provision rules, regulations, and licensing requirements, protect confidentiality of all information pertaining to clients, inform client of ability to consent to release/share client information and obtain authorization as necessary, and will comply with all OAA, TAC, and department policies.  

Service: Homemaker - Voucher
Local Strategy #1D: The AAACV will provide consumer directed homemaker services to help the consumer sustain independent living in a safe and healthful home environment.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Care Coordinator, Program Specialist

Measurable Outcome: 1. The AAACV will require the provider to: comply with AAACV Service Authorizations, comply with service provision rules, regulations, and licensing requirements, protect confidentiality of all information pertaining to clients, inform client of ability to consent to release/share client information and obtain authorization as necessary, and will comply with all OAA, TAC, and department policies. 2. In accordance with the OAA, AAACV will give priority to older persons with low incomes, who are members of a minority group, or who reside in rural areas and have the ability to manage their services. 3. AAACV will ensure that recipients are not currently receiving similar services under another program. 4. Homemaker Services Program vouchers will be awarded based on the availability of funds.


Service: Income Support
Local Strategy #1E: The AAACV will provide assistance in the form of a payment to a third party for services or goods, as funding allows, to help the consumer sustain independent living in a safe and healthful home environment.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Care Coordinator, Program Specialist

Measurable Outcome: 1. The AAACV will require the provider to: comply with AAACV Service Authorizations, comply with service provision rules, regulations, and licensing requirements, protect confidentiality of all information pertaining to clients, inform client of ability to consent to release/share client information and obtain authorization as necessary, and will comply with all OAA, TAC, and department policies. 2. Networking will continue with community partners to ensure that consumers remain aware of all services available in the community to meet needs.


Service: Transportation - Demand Response
Local Strategy #1F: The AAACV will maintain accessibility of Transportation - Demand Response to eligible older individuals, as funding allows, to further promote independence.

Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager

Measurable Outcome: 1. The AAACV will require the provider to: comply with AAACV Service Authorizations, comply with service provision rules, regulations, and licensing requirements, protect confidentiality of all information pertaining to clients, inform client of ability to consent to release/share client information and obtain authorization as necessary, and will comply with all OAA, TAC, and department policies.

Local Objective #2: The AAACV will work towards increasing the number of older people who stay active and healthy while working towards increasing the number of families who are supported in their efforts to care for their loved ones at home and in the community.

Service: Evidence Based Prevention
Local Strategy #2A: The AAACV will implement the Stress-Busting Program (SBP) which provides caregivers information about stress (particularly stress associated with caregiving), how to deal with stress through relaxation techniques and problem solving, and how to care for themselves while caring for a person with dementia. The program is currently recognized by the Administration on Aging as the highest-level criteria for an evidenced-based program and by the VA as an evidence-supported program.
Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Care Giver Coordinator
Measurable Outcome: Minimum of 4, with up to 8 participants per class with at least 2-4 classes held per year for the 9 week course.

Service: Evidence Based Prevention
Local Strategy #2B: The AAACV will implement the Matter of Balance: Managing Concerns About Falls which will help older adults to learn more about fall prevention strategies, follow personal plans to carry out fall prevention, and make or maintain changes in their daily lives which help reduce fear of falling.
Staff Position(s) Responsible for Strategy: Aging Director, Care Coordinator
Measurable Outcome: Minimum of 8, with up to 12 participants per class, held once a week for 8 weeks or twice a week for 4 weeks.

Service: Emergency Response
Local Strategy #2C: The AAACV will provide Emergency Response services to enhance personal independence.
Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager, Care Coordinator
Measurable Outcome: 1. The AAACV will require the provider to: comply with AAACV Service Authorizations, comply with service provision rules, regulations, and licensing requirements, protect confidentiality of all information pertaining to clients, inform client of ability to consent to release/share client information and obtain authorization as necessary, and will comply with all OAA, TAC, and department policies.

Section E. Nutrition Services
ACL/AoA Focus Area(s): Focus Areas: 1

State Objective: Objective #2

Local Goal: The AAACV will provide a locally based system of nutrition services that is responsive to the needs and preferences of older individuals and their caregivers designed to promote good health and to prevent illness.

Local Objective #1: The AAACV will continue to provide information to older individuals to promote nutritional well-being and to delay the onset of adverse health conditions resulting from poor nutritional health by providing dietician approved OAA compliant meals.

Service: Congregate Meals
Local Strategy #1A: The AAACV will provide meals in a congregate setting to eligible individuals to promote better health and independent living.
Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager
Measurable Outcome: 1. The AAACV will require providers to comply with services provision rules, regulations, and licensing requirements for DADS, TAC, and OAAA policies, procedures, and reporting requirements, AAA service authorization and vendor agreements.

Service: Home Delivered Meals
Local Strategy #1B: The AAACV will provide home delivered meals to eligible individuals to promote better health and independent living.
Staff Position(s) Responsible for Strategy: Aging Director, Operations Manager
Measurable Outcome: 1. The AAACV will require providers to comply with services provision rules, regulations, and licensing requirements for DADS, TAC, and OAAA policies, procedures, and reporting requirements, AAA service authorization and vendor agreements.
Standard Assurances
ASSURANCE OF COMPLIANCE


The Applicant provides this assurance in consideration of and for the purpose of obtaining Federal grants, loans, contracts, property, discounts or other Federal financial assistance from the U.S. Department of Health and Human Services.

THE APPLICANT HEREBY AGREES THAT IT WILL COMPLY WITH:

1. Title VI of the Civil Rights Act of 1964 (Pub. L. 88-352), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 80), to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.

2. Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 84), to the end that, in accordance with Section 504 of that Act and the Regulation, no otherwise qualified individual with a disability in the United States shall, solely by reason of her or his disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.

3. Title IX of the Education Amendments of 1972 (Pub. L. 92-318), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 86), to the end that, in accordance with Title IX and the Regulation, no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any education program or activity for which the Applicant receives Federal financial assistance from the Department.

4. The Age Discrimination Act of 1975 (Pub. L. 94-135), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 91), to the end that, in accordance with the Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of, be excluded from participation in, or be subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.

The Applicant agrees that compliance with this assurance constitutes a condition of continued receipt of Federal financial assistance, and that it is binding upon the Applicant, its successors, transferees and assignees for the period during which such assistance is provided. If any real property or structure thereon is provided or improved with the aid of Federal financial assistance extended to the Applicant by the Department, this assurance shall obligate the Applicant, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any
personal property is so provided, this assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. The Applicant further recognizes and agrees that the United States shall have the right to seek judicial enforcement of this assurance.

The person whose signature appears below is authorized to sign this assurance and commit the Applicant to the above provisions.

________________________________________________________________________
Date

_________________________________________________
Signature of Authorized Official

________________________________________________________________________

John Austin Stokes
Name and Title of Authorized Official (print or type)

________________________________________________________________________

2801 W. Loop 306, Suite A
Street Address

________________________________________________________________________
San Angelo, TX 76904
City, State, Zip Code
personal property is so provided, this assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. The Applicant further recognizes and agrees that the United States shall have the right to seek judicial enforcement of this assurance.

The person whose signature appears below is authorized to sign this assurance and commit the Applicant to the above provisions.

3/13/14  
Date

Signature of Authorized Official

John Austin Stokes  
Name and Title of Authorized Official (print or type)  

2801 W. Loop 306, Suite A  
Street Address  

San Angelo, TX 76904  
City, State, Zip Code
The Concho Valley Council of Governments Area Agency on Aging hereby agrees that it will enact affirmative action plan. Affirmative action is a management responsibility to take necessary steps to eliminate the effects of past and present job discrimination, intended or unintended, which is evident from an analysis of employment practices and policies. It is the policy of the agency that equal employment opportunity is afforded to all persons regardless of race, color, ethnic origin, religion, sex or age.

This applicant is committed to uphold all laws related to Equal Employment Opportunity including, but not limited to, the following.

**Title VI of the Civil Rights Act of 1964**, which prohibits discrimination because of race, color, religion, sex or national origin in all employment practices including hiring, firing, promotion, compensation and other terms, privileges and conditions of employment.


**The Age Discrimination Act**, which prohibits discrimination because of age against anyone between the ages of 50 and 70.

**Federal Executive Order 11246**, which requires every contract with Federal financial assistance to contain a clause against discrimination because of race, color, religion, sex or national origin.

**Administration on Aging Program Instruction AoA PI-75-11**, which requires all grantees to develop affirmative action plans. Agencies, which are part of an “umbrella agency,” shall develop and implement an affirmative action plan for single organizational unit on aging. Preference for hiring shall be given to qualified older persons (subject to requirements of merit employment systems).

**Section 504 of the Rehabilitation Act of 1973**, which states that employers may not refuse to hire or promote handicapped persons solely because of their disability.

______ John Austin Stokes is the designated person with executive authority responsible for the implementation of this affirmative action plan. Policy information on affirmative action and equal employment opportunity shall be disseminated through employee meetings, bulletin boards, and any newsletters prepared by this agency.

**Work Force Analysis: Paid Staff**

<table>
<thead>
<tr>
<th></th>
<th># Full Time</th>
<th># Part Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older Persons (60+)</td>
<td># 24 18.0%</td>
<td># 4 33.3%</td>
</tr>
<tr>
<td>Minority</td>
<td># 80 60.2%</td>
<td># 4 33.3%</td>
</tr>
<tr>
<td>Women</td>
<td># 93 69.9%</td>
<td># 9 75.0%</td>
</tr>
</tbody>
</table>

Area Agency on Aging of the Concho Valley
Older Americans Act Assurances

SECTION 306 (42 U.S.C. 3026) AREA PLANS

306(a) Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for two-, three-, four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1). Each such plan shall –

306(a)(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and where appropriate, for the establishment, maintenance, or construction of multipurpose senior centers, within the planning and service area covered by the plan, including determining the extent of need for supportive services, nutrition services, and multipurpose senior centers in such area (taking into consideration, among other things, the number of older individuals with low incomes residing in such area, the number of older individuals who have greatest economic need (with particular attention to low income older individuals, including low-income minority, older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals who have greatest social need (with particular attention to low income older individuals, including low-income minority, older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, and the number of older individuals who are Indians residing in such area, and the efforts of voluntary organizations in the community, evaluating the effectiveness of the use of resources in meeting such need, and entering into agreements with providers of supportive services, nutrition services, or multipurpose senior centers in such area, for the provision of such services or centers to meet such need;

306(a)(2) provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services –

306(a)(2)(A) services associated with access to services (transportation, health services (including mental health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to
receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services)

**306(a)(2)(B)**  in-home services, including supportive services for families of older individuals who are victims of Alzheimer’s disease and related disorders with neurological and organic brain dysfunction; and

**306(a)(2)(C)** legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

**306(a)(3)(A)** designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (including multipurpose senior centers operated by organizations referred to in paragraph (6)(C)) as such focal point; and

**306(a)(3)(B)** specify, in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated;

**306(a)(4)(A)**

(i) Provide assurances that the area agency on aging will set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement, include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas, and include proposed methods of carrying out the preference in the area plan;

(ii) Provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will –

(I) Specify how the provider intends to satisfy the service needs of the low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) Meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and
With respect to the fiscal year preceding the fiscal year for which such plan is prepared-

(I) Identify the number of low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the planning and service area;

(II) Describe the methods used to satisfy the service needs of such minority older individuals; and

(III) Provide information on the extent to which the area agency on aging met the objectives described in clause (i);

306(a)(4)(B) Provide assurances that the area agency on aging will use outreach efforts that will –

(i) Identify individuals eligible for assistance under this Act, with special emphasis on –;

   (I) Older individuals residing in rural areas;

   (II) Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

   (III) Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

   (IV) Older individuals with severe disabilities;

   (V) Older individuals with limited English proficiency; and

   (VI) Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals);

   (VII) Older individuals at risk for institutional placement; and

(ii) Inform the older individuals referred to in subclauses (I) through (VI) of clause (i), and the caretakers of such individuals, of the availability of such assistance; and

306(s)(4)(C) Contain an assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals, older individuals with limited English proficiency and older individuals residing in rural areas;

306(a)(5) Provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities;
306(a)(6)(A) Provide that the area agency on aging will – Take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan;

306(a)(6)(B) Provide that the area agency on aging will – service as the advocate and focal point for older individuals within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals;

306(a)(6)(C)  
(i) where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families;

(ii) if possible regarding the provision of services under this title, enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals, that –

   I. were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 (42 U.S.C. 2790) for fiscal year 1981, and did not lose the designation as a result of failure to comply with such Act; or

   II. came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs; and that meet the requirements under section 675(c)(3) of the Community Services Block Grant Act (42 U.S.C. 9904(c)(3));

306(a)(6)(D) Establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans’ health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and the operations conducted under the plan;

306(a)(6)(E) Establish effective efficient procedures for coordination of –

(i) Entities conducting programs that receive assistance under this Act within the planning and service area served by the agency;

(ii) Entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b), within the area; and
(iii) make use of trained volunteers in providing direct services delivered to older
individuals and individuals with disabilities needing such services and, if possible,
work in coordination with organizations that have experience in providing training,
placement, and stipends for volunteers or participants /such as organizations carrying
out Federal service programs administered by the Corporation for National and
Community Service), in community service settings;

\textbf{306(a)(6)(F)} in coordination with the State agency and with the State agency responsible for
mental health services, increase public awareness of mental health disorders, remove barriers to
diagnosis and treatment, and coordinate mental health services (including mental health
screenings) provided with funds expended by the area agency on aging with mental health
services provided by the community health centers and by other public agencies and nonprofit
private organizations;

\textbf{306(a)(6)(G)} If there is a significant population of older individuals who are Indians in the
planning and service area of the area agency on aging, the area agency on aging shall conduct
outreach activities to identify such individuals in such area and shall inform such individuals of
the availability of assistance under this Act;

\textbf{306(a)(7)} Provide that the area agency on aging shall, consistent with this section, facilitate
the area-wide development and implementation of a comprehensive, coordinated system for
providing long-term care in home and community-based settings, in a manner responsive to the
needs and preferences of older individuals and their family caregivers, by –

\textbf{306(a)(7)(A)} collaborating, coordinating activities, and consulting with other local public and
private agencies and organizations responsible for administering programs, benefits, and services
related to providing long-term care;

\textbf{306(a)(7)(B)} conducting analyses and making recommendations with respect to strategies for
modifying the local system of long-term care to better –

(i) Respond to the needs and preferences of older individuals and family caregivers;
(ii) Facilitate the provision, by service providers, of long-term care in home and
community-based settings; and
(iii) Target services to older individuals at risk for institutional placement, to permit such
individuals to remain in home and community-based settings;

\textbf{306(a)(7)(C)} Implementing, through the agency or service providers, evidence-based programs
to assist older individuals and their family caregivers in learning about and making behavioral
changes intended to reduce the risk of injury, disease, and disability among older individuals; and
providing for the availability and distribution (through public education campaigns, Aging and Disability Resource Centers, the area agency on aging itself, and other appropriate means) of information relating to—

(i) The need to plan in advance for long-term care; and

(ii) The full range of available public and private long-term care (including integrated long-term care) programs, options, service providers, and resources;

Provide that case management services provided through other Federal and State programs;

Not duplicate case management services provided through other Federal and State programs;

Be coordinated with services described in subparagraph (A); and

Be provided by a public agency or nonprofit private agency that—

(i) Gives each older individual seeking services under this title a list of agencies that provide similar services within the jurisdiction of the area agency on aging;

(ii) Gives each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement;

(iii) Has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or

(iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii);

provide assurances that the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less that the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title;

provides a grievance procedure for older individuals who are dissatisfied with or denied services under this title;

provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as ‘older Native Americans’), including—

information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title
an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and services area, to older Native Americans; and

provide that the area agency on aging will establish procedures for coordination of services with entities conducting other Federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b) within the planning and service area

provide assurances that the area agency on aging will

maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;

disclose to the Assistant Secretary and the State agency –

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship;

demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;

demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and

on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with the Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

provide assurances that preference in receiving services under this title will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title

provide assurance that funds received under this title will be used—

to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and

in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212;
provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care; and

include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery

I certify that compliance with these assurances will be accomplished and that evidence of such compliance will be available to DADS AI-AAA staff at any time requested for such purposes as, but not limited to, Performance Measure Testing, desk and/or on-site reviews, support for Area Plan Assurance Tracking Report and area plan amendments. I further certify that each assurance has been addressed by a strategy as part of the area plan.

_________________________________________  
Signature of Authorizing Official of Grantee  3/13/2014  
John Austin Stokes  Concho Valley  
Name and Title (Type or Print) Area Agency on Aging

_________________________________________  
Approval – DADS AI-AAA  Date  
(Area Agency on Aging of the Concho Valley)
provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care; and

include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.

I certify that compliance with these assurances will be accomplished and that evidence of such compliance will be available to DADS AI-AAA staff at any time requested for such purposes as, but not limited to, Performance Measure Testing, desk and/or on-site reviews, support for Area Plan Assurance Tracking Report and area plan amendments. I further certify that each assurance has been addressed by a strategy as part of the area plan.

John Austin Stokes

Name and Title (Type or Print)

Area Agency on Aging

_____________________________  ________________
Signature of Authorizing Official of Grantee  Date

3/13/2014

Approval – DADS AI-AAA

Date
306(a)(16) provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care; and

306(a)(17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.

I certify that compliance with these assurances will be accomplished and that evidence of such compliance will be available to DADS Al-AAA staff at any time requested for such purposes as, but not limited to, Performance Measure Testing, desk and/or on-site reviews, support for Area Plan Assurance Tracking Report and area plan amendments. I further certify that each assurance has been addressed by a strategy as part of the area plan.

Signature of Authorizing Official of Grantee

John Austin Stokes
Name and Title (Type or Print)

Approval – DADS Al-AAA

3/13/2014
Date

Concho Valley
Area Agency on Aging

1-9-2015
Date
Attachments
<table>
<thead>
<tr>
<th>Name</th>
<th>Activity</th>
<th>Percentage of Time Spent on Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aging Director</strong></td>
<td>Aging Admin</td>
<td>61%</td>
</tr>
<tr>
<td></td>
<td>IRA</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>Care Coordination</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>Care Giver</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>Care Giver Support</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>Legal</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>Legal Awareness</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>Ombudsman</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Operations Manager</strong></td>
<td>Aging Admin</td>
<td>46%</td>
</tr>
<tr>
<td></td>
<td>IRA</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>Care Giver</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>Legal</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>Legal Awareness</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>Ombudsman</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>Data Management</td>
<td>35%</td>
</tr>
<tr>
<td><strong>Benefits Counselor</strong></td>
<td>Legal Under 60</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>Legal</td>
<td>63.5%</td>
</tr>
<tr>
<td></td>
<td>Legal Awareness</td>
<td>19%</td>
</tr>
<tr>
<td></td>
<td>Legal MIPPA</td>
<td>15.5%</td>
</tr>
<tr>
<td><strong>Benefits Counselor</strong></td>
<td>Legal Under 60</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>Legal</td>
<td>61%</td>
</tr>
<tr>
<td></td>
<td>Legal Awareness</td>
<td>19%</td>
</tr>
<tr>
<td></td>
<td>Legal MIPPA</td>
<td>18%</td>
</tr>
<tr>
<td><strong>Outreach Coordinator</strong></td>
<td>IRA</td>
<td>16%</td>
</tr>
<tr>
<td></td>
<td>Care Giver</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>Legal Awareness</td>
<td>36%</td>
</tr>
<tr>
<td></td>
<td>Ombudsman</td>
<td>25%</td>
</tr>
<tr>
<td><strong>Program Specialist</strong></td>
<td>Legal</td>
<td>40%</td>
</tr>
<tr>
<td></td>
<td>Legal Awareness</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>Ombudsman</td>
<td>55%</td>
</tr>
<tr>
<td><strong>Managing Local Ombudsman</strong></td>
<td>Ombudsman</td>
<td>95%</td>
</tr>
<tr>
<td></td>
<td>Money Follows Person</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Care Giver Coordinator</strong></td>
<td>Care Giver</td>
<td>60%</td>
</tr>
<tr>
<td></td>
<td>Care Giver Support</td>
<td>40%</td>
</tr>
<tr>
<td><strong>Care Coordinator</strong></td>
<td>Care Coordination</td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td>Evidence Based</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Program Specialist</strong></td>
<td>Care Coordination</td>
<td>15%</td>
</tr>
<tr>
<td></td>
<td>Care Giver</td>
<td>29%</td>
</tr>
<tr>
<td></td>
<td>Data Management</td>
<td>56%</td>
</tr>
</tbody>
</table>