

Concho Valley AAA Area Plan

FFY 2027 - 2029

As Required by the Older Americans Act, As Amended in 2020: Section 306, Area Plans

**Pending Approval by HHSC
Office of Area Agencies on Aging [Month] 2026**



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Executive Summary

Through the efforts of an Area Plan, such as this, that occurs every few years it allows all levels of our organization to become more aware and familiar with current and forward thinking needs, goals, initiatives, and unmet needs. The Area Plan planning and formulating process also allows time for input, suggestions, problem solving, and understanding of current operations, client status and needs, program utilization, partnerships, refresher on available services, and advocacy on ongoing agency needs and services that are available to the community. The finished Area Plan will serve as a time study of data gathered through concerted efforts of public comment, client surveys, key stakeholder comments, and staff input during the months of October 2025 – May 2026. Additional analysis of data gathered over the past two fiscal years and input gathered in a variety of methods from key target populations: active and previous clients, caregivers, general public, nutrition participants, community partners, advisory committee members, Executive Committee (CVCOG Governing Board), current AAA staff, volunteers, public transportation riders, and outreach participants, over the past 2 years will also be considered as we complete the Area Plan for FY 2027 – 2029.

The Area Agency on Aging of the Concho Valley serves as a program of the Concho Valley Council of Governments (CVCOG) with the main office housed in San Angelo, TX, serving 14 counties considered the Concho Valley region. The CVCOG is a voluntary organization of local governments formulated to foster a cooperative effort in resolving problems, policies, and plans that are common and regional. The role of the Area Agency on Aging is to serve as the focal point for Aging matters throughout the region and to serve as a resource for information, services, educational programs, collaborations, outreach, emergency response, and other efforts that present themselves, all with the intent of meeting the needs of the ever- growing Senior population within the region. The CVCOG also administers the following regional programs: 211 Texas, 911, Aging and Disability Resource Center (ADRC), Concho Valley Transit, Criminal Justice, Economic Development, Foster Grandparent Program, AmeriCorps, Head Start, Homeland Security, Retired Senior Volunteer Program (RSVP), Senior Companion. By having the variety of regional programs under one primary organization it fosters an environment for natural partnerships to formulate and benefits the consumers of the Area Agency on Aging by allowing internal collaborations to happen more effortlessly.

The CVCOG has a very cohesive relationship between program and administration. Based on the knowledge and awareness of all programs, by CVCOG Administrative staff: Executive Director, Finance Director, Human Resources Director and

Procurement, there are times, that because of their interactions with the various programs and directors they are able to offer suggestions on how our programs can better partner on ideas and initiatives that we had not yet realized were similar in the line of work and end goals.

Nutrition and Transportation services continue to be the most in demand, long-term services that the Concho Valley Area Agency on Aging (CVAAA) offers. The CVAAA has partnerships with eight counties in the 13-county region to provide Nutrition services and has agreements in place with the primary rural public transportation provider whose services cover 13 of the 14 counties in the region. For many years, the most outstanding need had been Rural Transportation. Based on on-going analysis and various determining factors, Concho Valley Transit made the decision in 2019 to offer "Free Rural Rides"; individuals who reside in the rural counties of the Concho Valley Transit service area are able to ride the CVT bus for free within their county, to/from another county within CVT service, and/or from their county to San Angelo, as long as they call CVT to schedule their trips within the required timeframe. This initiative has allowed the CVAAA to focus on meeting the requests for Transportation Demand Response needs of older individuals and/or their caregivers within the San Angelo city limits.

The CV Area Agency on Aging's goals in designing its service delivery system are to offer a comprehensive, coordinated, and flexible continuum of services for older individuals and their caregivers; provide services in order to secure and maintain maximum independence; 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. CVAAA seeks to engage volunteers to further ensure adequate services are being provided to our community, to continue to meet the demands of the ever-growing client population, to meet fiscal and contractual obligations, as well as, maintaining accurate, timely data entry and in an effort to complete Quality Assurance. When appropriate, CVAAA utilizes Field Students from the Angelo State University Bachelor's and Masters of Social Work program. While there is an investment in time and training from the CVAAA staff, we do feel that it is valuable to provide education and guidance to individuals who show interest in joining the field of Aging and who, in real time, can offer support to meeting the needs of individuals in the Concho Valley region.

The Concho Valley Council of Governments added the 14th county to this service region in May 2025 after the Office of Area Agencies on Aging acknowledged the addition of Edwards County based on the approval from the Governor's office.

Organizational Profile

Reference: [45 CFR 1321.57](#), [45 CFR 1321.63](#), & [45 CFR 1321.65\(b\)\(2\)](#)



CVCOG FY 25-26
Org Chart Aug 2025



Concho Valley AaA
FY 25-26 Org Chart C

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 fourteen counties of Coke, Concho, Crockett, Edwards, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green. 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.

Coke, Crockett, Irion, Reagan, Schleicher, Sterling, Sutton, and Tom Green Counties are the largest oil and gas producing areas in the region and as most of the country have experienced steady variances in the oil field over the past few years. The remaining counties of Concho, Kimble, McCulloch, Mason, and Menard continue to rely on an agricultural economy. The city of San Angelo, in Tom Green County, serves as the largest City and County for the region and has a strong telecommunications and medical center industry for the region with businesses such as: Time Clock Plus, Frontier, Performant, Blue Cross, and Shannon Medical Centers. San Angelo is also the home to Angelo State University, Howard College, and Goodfellow Airforce Base.

Between the years 2010 and 2020, official Census data, the total regional population increased from 154,192 to 159,613 for an increase of about 3.5 percent, according to the U.S. Census Quickfacts website. The most significant factor for the Concho Valley Area Agency on Aging is the rural landscape of the region that we cover. Given the large population and the vast area within the Concho Valley, the region is made up of almost 24% individuals who are 60 years of age and older and almost 43% of the region's population is of Hispanic or Latino origin. Per the requirements of the Administration for Community Living (ACL), Older Americans Act (OAA) and the Texas Administrative Code (TAC), the AAACV provides services aimed towards assisting individuals 60 years of age and older, their families, and informal Caregivers for Seniors (individuals 60+), geared towards helping them continue to live at home independently for as long as possible, focusing on individuals with limited English proficiency and older individuals at risk for

institutional placement, identifying target populations who may have the greatest social need. With that in mind, there is actually a higher percentage of individuals that are possibly in need of AAA services, especially considering that 13 of the 14 counties in the Concho Valley region are considered "Rural", as defined by ACL State Reporting definitions.

As previously mentioned, San Angelo/Tom Green County is the largest county of the 14 counties within the Planning Service Area. The estimated total population, as of the 2020 Census data, was 120,007. In contrast, the next "largest" county, by estimated population is McCulloch County, Brady, TX, with an estimated population of 7,630 in 2020. Brady is located 75 miles East of San Angelo; Brady is 127 miles to Austin, which is the closest major city. The remaining 12 rural counties, each have an estimated 2020 population of less than 4,500 each; total estimated population for these 12 counties is 33,500.

The two rural counties that are closest to the San Angelo office, each approximately 30 miles away, are Coke and Irion. Coke County has two towns that we visit frequently due to a nursing facility located in each town within the county; the distance between the two towns, Bronte and Robert Lee, is approximately 12 miles, in an even more rural part of the region. Irion County, Mertzon, is the second to least populated county, but is consistently the county with the least number of individuals who access AAACV services, despite consistent efforts to promote services. Irion County has estimated population of 1,513 individuals with an estimated 538 individuals who are 60 years of age or older; an estimated 35% of individuals 60 years of age and older who reside in Irion County.

"Greatest social and economic need" refers to the conditions faced by individuals, particularly older adults, that hinder their ability to live independently and access necessary services. Greatest Economic Need: typically refers to individuals whose income levels are at or below the federal poverty level; it is further defined by state and area plans based on local factors, including geography and individual expenses. Greatest Social Need: encompasses needs caused by non-economic factors, which may include:

- Physical and mental disabilities
- Language barriers
- Cultural, social, or geographical isolation
- Racial or ethnic status, Native American identity, or religious affiliation
- Housing instability, food insecurity, and lack of access to essential services

The Older American Act (OAA) emphasizes the importances of addressing these need through various programs and services. Agencies administering OAA programs are required to define and address the greatest social and economic needs of older adults in their jurisdictions; this includes tailoring services to meet the unique challenges faced b these populations, such as those living in rural areas or those with chronic health conditions.

Understanding and addressing the greatest social and economic needs is essential for ensuring that vulnerable populations, particularly older adults, receive the support they require to thrive in their communities. The OAA and related programs play a vital role in this effort, focusing on both economic assistance and social support to enhance the quality of life for those in need.

Within the Concho Valley region, there are several key partners that the Concho Valley Area Agency on Aging collaborates with year-round geared towards ensuring needs are met for the most vulnerable throughout the region. Below are some of those key agencies, frequently referred to partners, and collaborators. We will then spotlight a few of the agencies who have programs most utilized by potential AAA clientele.

- 211 Texas of the Concho Valley
- Concho Valley Aging and Disability Resource Center (CV ADRC)
- Concho Valley AmeriCorps Senior programs (Foster Grandparent, Senior Companion, and RSVP)
- Concho Valley Transit
- Concho Valley Community Action Agency
- Adult Protective Services
- Meals for the Elderly
- Concho Valley Senior Nutrition programs
- Maximum (STAR Medicaid Programs)
- MHMR Concho Valley
- Esperanza Clinic – Health and Dental
- Texas Health and Human Services – Long-term Care Services
- Disability Connections
- Social Security Disability
- Galilee CDC
- Legal Aid of Northwest Texas
- Concho Valley Homeless Planning Coalition
- San Angelo Public Housing Authority
- Texas Ramp Project

- Texas Silver Haired Legislators
- Wellcare
- Wellpoint
- Wesley Nurses
- West Texas Rehab Commission
- West Texas VA Health Care System

The Concho Valley is considered a rural region, with frequent travel and outreach to each of the outer lying counties being crucial to ensure we are attempting to provide education, awareness and access to services for the most hard to reach clientele. San Angelo is the central location for the agencies listed above, coordination of services happens at least monthly, if not quarterly, and if not more often, depending on varying availability on services throughout the year. The agencies listed above cover a wide range of core services that Seniors and Caregivers may need which include the following: Utility Payment Assistance, Senior Nutrition, Housing Repair and Assistance, Legal services, Information and Referral Services.

As stipulated in federal regulations, the Older Americans Act 306(a)(6)(D), the purpose of RACOA is to: provide meaningful input to AAACV on issues faced by senior citizens, receive and disseminate information from AAACV concerning trends, developments, and issues affecting the delivery of programs and services to senior citizens in the Concho Valley, and serve as an advisory body to AAACV on all matters relating to the development and administration of operations conducted under the Area Plan.

Membership shall consist of the following:

RACOA members must reside in the Concho Valley, and total membership is limited to no more than 30 members who represent the following constituencies: (a) persons who are 60 years of age or older (including minority persons and persons residing in rural areas) who are program participants or who are eligible to participate in programs under the Older Americans Act; (b) family caregivers of such individuals; (c) representatives of persons 60 years of age or older; (d) service providers; (e) representatives of the business community; (f) local elected officials; (g) providers of veterans' health care, if appropriate; (h) members of the Texas Silver Haired Legislature; and (i) the general public.

The Committee shall strive for representation from all 14 counties served by the Concho Valley Council of Governments. Should there be interest from multiple individuals from one rural county serving on the Committee at one time, a member may be asked or may ask to serve as the representative for a rural county that has no representation. This would require the member to make contacts in the designated county, in an effort to recruit representation for that county and/or become more knowledgeable with Senior needs in the designated county. The Committee shall seek to provide opportunities for meetings to be made available as a hybrid option to possibly recruit more participants if time or travel were not barriers.

At least 50% of the membership of RACOA shall be persons who are 60 years of age or older.

Individuals interested in serving on the Committee will attend two RACOA meetings prior to being placed on the agenda for a Committee vote.

The term of office for a member of the Committee shall be two (2) years.

*A Committee member in good standing shall remain eligible for reappointment every two (2) years without limitation on the number of terms served.

Any member of the Committee who is unable to complete the membership term may resign from the Committee by notifying the Chair of the Committee verbally or in writing, with a written letter of resignation being the preferred method. A suggested replacement may be provided by the resigning member; however, the interested party must attend two meetings prior to being placed on the agenda for Committee vote.

Members of the Committee must avoid any conflicts of interest in fact or in perception. A conflict of interest includes:

- (A) having a substantial financial interest, directly or indirectly, in the profits of any entity from which services or goods are contracted or otherwise procured by AAA or the Concho Valley Council of Governments; and
- (B) deriving a personal profit, directly or indirectly, from any entity that would conflict in any manner or degree with the performance of responsibilities of the Committee member

Prospective Committee members will first be voted on at a RACOA meeting. The name(s) of the approved nominee(s) will be presented at the next available meeting of the Executive Committee meeting of the Concho Valley Council of Governments, by the Aging Services Director, for final approval.

Once approved by the RACOA and the CVCOG Executive Committee, the new member will be contacted by the Aging Services Director. The new member will receive an orientation on RACOA and the AAACV, a tour of the AAACV offices, RAOCA binder, member list, service definitions and any other current, relevant information.

If a person is deemed ineligible to join the Committee or has a complaint against the RACOA, the person will follow the AAACV grievance procedure. A copy may be obtained from the Aging Services Director or the Front Desk of the CVCOG.

Meetings are to be held bimonthly on the fourth Wednesday of the month at the Concho Valley Council of Governments offices, unless otherwise noted.

The current committee has chosen to having the Aging Services Director serve as Chair of the Committee. This will be revisited every 2 years, or, a change can be made to nominate a Chair and Vice-chair at any time.

Stewardship & Oversight

Reference: [OAA of 1965, as amended through P.L. 116-131 \(3/25/2020\), & 45 CFR 1321.59](#)

The Concho Valley Council of Governments has a number of organizational controls in place to ensure that each program, including the Area Agency on Aging, are good stewards of the funding received from the various funding sources. The Area Agency on Aging Director works closely with key CVCOG Administrative personnel, on a regular basis: Executive Director, Finance Director, Finance Manager, Procurement Manager, Human Resources Director, Information Technology Manager and other CVCOG Program Directors, in an effort to ensure that we are delivering quality services to our community, minimizing duplication of efforts and maximizing output efforts. The Area Agency on Aging Director presents informational items or action items that require approval to the CVCOG Executive Committee, during monthly scheduled meetings.

The CV AAA staff are trained and follow all local policies and procedures, which includes adherence to:

- CVCOG Employee Handbook
- CVCOG Finance Policies and Procedures
- CVCOG IT Policies and Procedures
- CVCOG Procurement Policies and Procedures
- CVCOG Records Management Policies and Procedures
- Concho Valley AAA Policies and Procedures
- Conflict of Interest form
- Confidentiality form
- Leadership Initiative form

The CVCOG also completes a variety of required annual training, as well as, program-specific training. Some examples include:

- Alzheimer's training
- Cybersecurity and IT best practices training
- Overcoming Unconscious Bias
- Harassment and Discrimination
- Handling Conflict
- Active Shooter training
- Overview of all CVCOG programs

As a Best Practice, since the CV Area Agency on Aging works closely with other Administrative programs for the processing of client services and/or reporting, the AAA Director completes an annual refresher training for the CVCOG Fiscal and Procurement staff to discuss any changes in processes that have occurred since the last training, provide overview of any feedback received from recent monitorings, and/or we utilize the time to identify if there are any changes that could improve service delivery given feedback from all present in the training.

The AAA Director meets monthly with the CVCOG Finance team to review monthly expenditures and in preparation for Quarterly Performance Report. During these reviews, we can identify any issues or concerns, or ensure that all data and fiscal reporting has reconciled and no issues were identified. The goal of these meetings is to complete timely and accurate reporting at the end of year for AAA Closeout.

The CVCOG also practices Succession Planning efforts in order to ensure seamless transitions during time of turnover in any positions.

Key Topic Areas

Reference: [45 CFR 1321.65\(b\)\(5\)](#), [45 CFR 1321.65\(b\)\(2\)](#), & [45 CFR 1321.65\(c\)](#)

Core Program Area 1: Supportive Services

The Concho Valley Council of Governments is fortunate to have three Texas Health and Human Services Commission programs co-located at our location: 211 Texas (Information and Referral), Aging and Disability Resource Center (ADRC) and Area Agency on Aging (AAA) – for the Concho Valley region. The CVCOG Access and Assistance Director oversees these three programs and the majority of staff are cross-trained amongst 2-3 of these programs, including the Director. The Access and Assistance staff have adopted the ADRC “No Wrong Door” foundation to apply to all three programs which extends to all potential clientele who may seek assistance from any of these three programs. The Access and Assistance team works closely with individuals with the Greatest Economic Need (GEN) and Greatest Social Need (GSN).

Individuals with the Greatest Economic Needs, means the need resulting from an income level at or below the Federal poverty level and as further defined by State and area plans based on local and individual factors, including geography and expenses.

Individuals with the Greatest Social Needs, means the need caused by noneconomic factors, which can include:

- Physical and mental disabilities;
- Language barriers;
- Cultural, social, or geographical isolation including due to:
 - Racial or ethnic status;
 - Native American identity;
 - Religious affiliation;
 - Sexual orientation, gender identity, or sex characteristics;
 - HIV status;
 - Chronic conditions;
 - Housing instability, food insecurity, lack of access to reliable and clean water supply, lack of transportation, or utility assistance needs;
 - Interpersonal safety concerns;
 - Rural location; or

- Any other status that restricts the ability of an individual to perform normal or routine daily tasks or threatens the capacity of the individual to live independently; or
- Other needs as further defined by State and area plans based on local and individual factors.

The Concho Valley Area Agency on Aging is focused on providing services to individuals 60 years of age and older and to Informal Caregivers of individuals 60 years of age and older. Staff are trained in a variety of supportive services that have been identified to assist those with the GEN and GSN.

Information Specialists complete an initial screening to better identify and prioritize caller needs. Case Managers then complete the intake and assessment process to identify services that AAA can authorize and/or to connect individuals with the best resources in the community.

Proposed services that the Concho Valley Area Agency on Aging has identified for individuals 60+:

- Care Coordination (Case Management)
- Chore Maintenance
- Health Maintenance
- Homemaker
- Income Support
- Information, Referral and Assistance
- Personal Assistance
- Public Information Services
- Residential Repair
- Transportation, Demand Response

Core Program Area 2: Nutrition Services – Congregate Meals and Home Delivered Meals

The Concho Valley Area Agency on Aging is responsible for identifying providers who are willing and able to not only produce a meal, per the OAAA guidelines, but can complete accurate screening and assessment processes for clientele and appropriately manage the fiscal component of the meal reimbursement process.

CVAAA utilizes the Direct Purchase of Services processes and requires entities interested in providing Senior Nutrition services to first complete a screening packet, with a proposed unit rate. During the DPS process, the CVAAA also seeks key required documentation such as: Health Inspection, Food Handling/Training Certificate, Certificate of Liability, Cybersecurity and Alzheimer's training, for example. Currently, Concho Valley has 7 contracted providers who provide both Congregate and Home Delivered meals; 1 contractor – who serves the City of San Angelo, provides Congregate. Within the City of San Angelo, Meals for the Elderly providers meals to homebound individuals. The CVAAA works closely with Meals for the Elderly to promote AAA services as needed.

The selected Nutrition contactors complete the intake, client rights and responsibilities and confidentiality forms, as well as, Nutrition Risk Assessment and Nutrition Education to get services started. When the Nutrition Providers identify an individual who could further benefit to learn more about AAA services, they will complete a referral to the AAA on their behalf.

Providers within the Concho Valley AAA service region that are contracted with AAA to provide Senior Nutrition:

- City of Brady
- City of Sonora
- Coke County
- Helping Hands for the Elderly – Crockett County
- Kimble County Meals on Wheels
- Mason County
- Menard County
- City of San Angelo (Congregate only)

Concho Valley AAA staff complete Data Management services on behalf of the efforts of the Nutrition Providers; activities directly related to data entry and reporting for services not directly provided by the Area Agency on Aging. This includes reviewing the service authorizations and document verification of the monthly reporting submitted by the contracted Nutrition Providers, tracking and reporting of congregate, home delivered and transportation services. This also includes the validation of complete and accurate data in the HHS Statewide system and Concho Valley AAA staff are also responsible for appropriate fiscal and data reporting in quarterly and annual reports to the Office of Area Agencies on Aging.

Core Program Area 3: Evidenced Based Disease Prevention & Health Promotion Services

The Concho Valley Area Agency on Aging provides Evidence Based Intervention as defined by the FY 26 Service Definitions: Activities related to the prevention and mitigation of the effects of chronic disease (including osteoporosis, hypertension, obesity, diabetes, and cardiovascular disease) infectious disease, vaccine-preventable disease, prevention of sexually transmitted diseases, as well as, alcohol and substance abuse reduction, chronic pain management, smoking cessation, weight loss and control, stress management, falls prevention, physical activity and improved nutrition. Activities must meet the Administration for Community Living ACL's definition for an evidence-based program.

The Concho Valley region is fortunate to have great community partners who offer a wide-variety of training and education opportunities for individuals interested in participating in evidence-based topics. Some examples include: Concho Valley Alcohol and Drug Abuse Council, Shannon Medical Center, Laura W. Bush Institute for Women's Health, YMCA, Esperanza Clinic.

Evidence Based classes tend to be an obstacle for the Concho Valley region due to the rigid structure that each class must adhere to. It is often difficult to identify contractors who are able to commit to a set number of sessions over the course of one year, and the cost for training has also limited the CVAAA, on what options we can offer. Most recently, the CVAAA has proposed to offer Texercise and Bingocize for the region. We have discussed partnering with the Senior Nutrition providers, but they too are limited on resources and find it difficult to commit to the time constraints related to each EBI program. We will continue to strategize to identify the most effective methods to offer EBI throughout the Concho Valley region.

Core Program Area 4: Family Caregiver Support Services – include efforts to enhance services and supports for caregivers.

The Concho Valley AAA Caregiver services run similarly to those described above in Supportive Services. The key distinguishing factor is the client we serve. For Caregiver services, the client is the informal caregiver (the individual who does not receive payment) for providing care to a loved one who is 60 years of age and older. The Caregiver is 18 years or older and can consist of a variety of relationships, such as: adult child caring for aging parent, one spouse who serves as primary caregiver, a grandchild, a family friend, or another relative relationship.

We find that Caregivers do not tend to self-identify so through the efforts of our staff in completing Caregiver Information services, we try to provide education and awareness on who is a caregiver and available resources.

Proposed services that the Concho Valley Area Agency on Aging has identified for Informal Caregivers:

- Caregiver Information
- Caregiver Support Coordination (Case Management)
- Chore Maintenance
- Health Maintenance
- Income Support
- Residential Repair
- Respite services: Voucher, In-home
- Transportation, Demand Response

Core Program Area 5: Legal Assistance

Concho Valley Area Agency on Aging Benefits Counselors provide assistance to individuals 60 years of age and older or Medicare Beneficiaries of any age, throughout the year, but sees the highest volume during Medicare Open Enrollment, October – December, of each year.

Concho Valley Benefits Counselors are able to assist with the following:

- **Legal Assistance:** Assistance provided by a Certified Benefits Counselor to an older person, or to their caregiver with economic and social needs, for the following activities:

Advice or Counseling: A recommendation made to an older person regarding a course of conduct, or how to proceed in a matter, given either on a brief or one-time basis, or on an ongoing basis. May be given by phone or in person.

Document Preparation: Personal assistance given to an older person which helps with the preparation of necessary documents relating to public entitlements, health care, long-term care, individual rights, planning and protection options, and housing and consumer needs.

Representation: Advocacy on behalf of an older person in protesting or complaining about a procedure, or seeking special considerations by appealing an administrative decision, or representation by an attorney of an older person or class of older people in either the state or federal court systems

- Legal Awareness: A service that provides for the dissemination of accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to an older person about public entitlements, health and long-term care services, individual rights, planning and protection options, and housing and consumer needs. Legal Assistance can be counted if a One-on-One happens during the event.
- HICAP Assistance and Outreach (Health Insurance Counseling and Advocacy Program)

Allowable topics that can be discussed one-on-one for HICAP Assistance and Outreach include:

- Original Medicare (Parts A & B)
 - Medigap and Medicare Select
 - Medicare Advantage (MA and MA-PD)
 - Medicare Part D
 - Medicare Part D Marketing Sales Complaints & Issues
 - Part D Low Income Subsidy (LIS Extra Help)
 - Other Prescription Assistance
 - Medicaid Application Assistance
 - Medication Application Submission
 - Medicaid Recertification
 - MSP Application Assistance
 - MSP Application Submission
 - MSP Recertification
- MIPPA Assistance and Outreach (Medicare Improvements for Patients and Providers Act): A service that provides for the dissemination of accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to current or prospective Medicare beneficiaries and their caregivers specifically regarding Medicare Savings Programs (MSP), Low-Income Subsidy (LIS) and Medicare Preventive Benefits.
 - Community Partner Program – completing State benefits application assistance for Food Stamps, Medicaid, TANF

- Senior Medicare Patrol – provides education and awareness to prevent, detect, and report health care fraud, errors and abuse.

Core Program Area 6: Ombudsman Services

The Concho Valley Area Agency on Aging is in compliance by having one full-time dedicated staff who serves as the Managing Local Ombudsman for the region. The primary objective of the MLO is to work closely with the Texas State Long-term Care Ombudsman program to advocate for residents' rights by helping protect the quality of life and care of anyone who resides in a nursing home or assisted living facility. The MLO advocates for quality of life and care for residents residing in long-term care facilities by timely identification, investigation and resolution of complaints by, or on behalf of, facility residents throughout the 14 county region. There are 10 counties of the 14 that have long-term care facilities and each county tends to be visited monthly, if not quarterly.

In closing, for all of our core programs, the Concho Valley Area Agency on Aging works closely with community partners who work to help meet long-term needs for older individuals in the region, including during times of emergency or disaster. Some examples of these key partners include: Adult Protective Services, Legal Aid of North West Texas, Texas Health and Human Services Commission Long-term Services and Supports, Disability Connections, MHMR of the Concho Valley, Esperanza Clinic, Shannon Case Management, Social Security Administration, and a number of home health and hospice agencies.

We frequently collaborate via the Information and Referral component, if not through Case Management, Benefits Counseling, or Ombudsman services when working with community partners in trying to identify the best plan of action for a client's needs.

Needs Assessment Activities

Reference: [45 CFR 1321.65\(b\)\(3\)](#) & [45 CFR 1321.65\(c\)](#)

The Concho Valley Area Agency on Aging utilized a variety of methods of assessment in completing this current Area Plan. Examples below:

- Aging Texas Well Strategic Plan 2024 - 2025
- Texas State Plan on Aging 2026 -2028

- FFY 2024 – 2026 Concho Valley AAA Area Plan
- Survey results from Needs Assessment conducted between Jan – March 2026
- Survey results from current clients
- Feedback from Regional Advisory Committee on Aging and CVCOG Executive Committee
- Feedback from community partner/networking meetings over the past 6 months
- Analysis of census data for the region
- Other local, regional news updates

The Concho Valley Area Agency on Aging made a concerted effort to complete Public Input meetings throughout January – March 2026, setting up for at least 2 hours, at least once during those two months, in each of our 14 counties. Some counties did request a follow up visit to a specific meeting or event and Tom Green County had several Public Input opportunities, since it's the largest county in the region. We were pleased that throughout the visits we received majority positive feedback that the services offered by the CVAAA are helpful and do help meet the needs of those in the region. The most common feedback we received is that people don't know about the services the Area Agency on Aging offers and encourage us to try to continue to reach more individuals.

Despite our efforts to complete a Public Input meeting in each county, much of the feedback received from those meetings were verbal, in-person, and primarily by the people in attendance. Staff took notes and completed a synopsis of comments received during our presentations and seeking input. We encouraged those in attendance to help promote the Needs Assessment survey to assist the CV AAA in gaining additional input from those not present at Public Input meetings, but throughout all the efforts we only received 81 surveys.

Out of the 81 surveys, the majority of responses were from Tom Green County (San Angelo) residents. About 25 surveys were from the rural counties. The top 3 requests from the total surveys include: Senior Nutrition, Income Support, Transportation services.

Services that require additional contractors to have more options to help meet demand will include: in-home (respite, personal assistance, chore maintenance), residential repair (minor home modifications), and caregiver education services.

Goals, Objectives, Strategies, and Outcomes

Reference: [45 CFR 1321.65\(e\)](#)

The Texas State Plan on Aging identified four overarching priority themes from the needs assessment activities, which included reviewing all 28 Area Agencies on Aging in Texas' Area Plans, along with public input.



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Priority 1: Health, Wellness, and Quality of Life

Goal 1.1: Support older adults to age in their community by accessing available resources, including Home and Community Based Services (HCBS).

Objective 1.1.1: Ensure older adults know where to access Aging Services Network supports, inclusive of HCBS.

Strategies:

- Collaborate with 2-1-1 Texas Information and Referral Network to expand the older adult and family caregiver resources listed.
- Improve awareness of and information provided by the Texas No Wrong Door system, locally, the Concho Valley Aging and Disability Resource Center.
- Develop methods to reach more older adults and family caregivers residing in rural areas to improve awareness of resources available.
- Partner with HHSC Medicaid and Children's Health Insurance Program (CHIP) Services to promote and create awareness of HCBS, including waivers.
- Educate regional community partners on Aging Services through No Wrong Door (NWD) initiatives and MIPPA media campaigns, including the promotion of the Texas Health and Human Services Aging website.

Performance Measures:

- Increase from baseline the number of outreach and public information

services provided.

- Increase from baseline the number of Information, Referral, and Assistance services.

Outcomes:

- Short-term: Older adults and family caregivers better understand resources available, with emphasis on HCBS.
- Intermediate: Regional community partners better understand the Aging Services available.
- Long-term: Improved public awareness of resources and strengthened engagement with regional community partners.

Objective 1.1.2: Foster the practice of person-centered-planning, inclusive of trauma-informed practices, and community-based care.

Strategies:

- Develop effective ways to learn the individualized outcomes wanted by those served.
- Develop better understanding of influences for target populations served.
- Support awareness that those served are equal partners in the development and assessment of their care.

Outcomes:

- Short-term: Older adults and family caregivers receive services through person-centered approaches.
- Intermediate: Regional community partners are aware of person-centered approaches and local resources.
- Long-term: Older adults and family caregivers feel more empowered and supported to contact local and state resources for help to make important care and life decisions.

Objective 1.1.3: Promote community engagement and social activity through

choice and flexibility.

Strategies:

- Increase implementation of evidence-based programs that incorporate social connection.
- Develop strategies to increase the sharing of methods to be socially engaged with older adults.
- Promote resources to access volunteer and employment opportunities for interested older adults.
- Promote distribution of Age Well Live Well "be connected" resources to older adults and family caregivers through the Aging Network.

Outcomes:

- Short-term: Older adults and family caregivers, and community partners, become more aware of OAA resources, especially opportunities for social connection.
- Intermediate: State and community partners better understand the importance of social engagement on the health and wellbeing of older adults.
- Long-term: Improved access of social connection for aging population.

Objective 1.1.4: Protect older adults from abuse, neglect, and exploitation through services designed to prevent, detect, assess, intervene, and investigate elder abuse, neglect, and financial exploitation.

Strategies:

- Increase awareness of professionals, older adults, and their caregivers on recognizing and reporting suspected abuse, neglect, and exploitation, as well as services available to assist older adult experiencing abuse, neglect, or exploitation.
- Increase collaboration between Aging Services, including the

State Long-Term Care Ombudsman (SLTCO) Program, and legal assistance programs, law enforcement, health care professionals, and other essential partners across the state.

- Through training and partner collaboration, increase awareness of services available to assist older adults at risk of abuse, neglect, or exploitation.
- Ensure that representatives of the SLTCO Program abide by rules, policies, and procedures regarding responding to suspected abuse, neglect, and exploitation of a resident of a long-term care facility.

Outcomes:

- Short-term: Older adults and family caregivers are more aware of available protections and supports in relation to abuse, neglect, and exploitation.
- Intermediate: Regional community partners understand their role in preventing abuse, neglect, and exploitation, increase their awareness of available support, and their responsibility to report.
- Long-term: Increased awareness statewide in relation to risks and signs of abuse, neglect, and exploitation of older adults.

Priority 2 – Caregiver Support

Goal 2.1: Increase awareness about caregiving and the support available.

Objective 2.1.1: Outreach to family caregivers is improved.

Strategies:

- Maintain a Senior Sourcebook to support family caregivers and educate Aging Services partners on caregiver resources and services available, including respite care and legal services.
- Promote the Texas Health and Human Services Commission “Strengthen the Care You Give” website to increase awareness of caregiving supports.
- Promote the AARP Family Caregiving website as a resource.

Outcomes:

- Short-term: Increase the number of caregivers who self-identify.
- Intermediate: Increase awareness of caregiver resources and services,

including respite care, among caregivers and providers.

- Long-term: Increase support experienced by family caregivers.

Priority 3 – Aging Services Network Partnership

Goal 3.1: Improve communication and collaboration among Texas state agencies, AAAs, providers, and community-based organizations.

Objective 3.1.1: Increase and strengthen partnership with local and state system partners.

Strategies:

- Provide training to NWD primary access points for internal awareness of the services provided through each entity.

Outcomes:

- Short-term: Increased awareness demonstrated by primary access points of NWD system.
- Intermediate: Value-added to Aging Texas Well Strategic Plan update.
- Long-term: Strengthen partnership building capacity to better serve older adults and family caregivers.

Objective 3.1.2: Increase awareness and access of the Texas NWD system.

Strategies:

- Collaborate with 2-1-1 Texas Information and Referral Network and other referral entities to enhance access to accurate, up-to-date, and relevant service information.
- Provide ongoing training and technical assistance to primary access points to promote successful awareness and use of the NWD system.
- Develop consistent messaging regarding NWD system.

Outcomes:

- Short-term: Older adults and family caregivers are aware of the Texas NWD system.

- Intermediate: NWD primary access points are better informed and connected to partnering agencies.

- Long-term: Older adults and family caregivers are more informed and better supported by the NWD system and its primary access points.

Objective 3.1.4: Expand Aging Services regional emergency preparedness.

Strategies:

- Include emergency preparedness resources specific to older adults and family caregivers in service delivery and public information activities.

- Develop an Emergency Preparedness Handbook for Texas AAAs.

- Ensure opportunity for inclusion of Title VI recipients in emergency preparedness effort.

- Coordinate information sessions and training on pre- and post-disaster preparedness with state emergency management partners to further encourage local planning among AAAs.

Outcomes:

- Short-term: Older adults and family caregivers increase their awareness of concrete strategies to prepare for disasters.

- Intermediate: Collaboration is strengthened between Aging Services Network and emergency management partners.

- Long-term: Older adults and family caregivers are better supported pre- and post-disaster.

Priority 4 – Aging Services Core Structure

Goal 4.1: Strengthen Aging Services Network infrastructure.

Objective 4.1.1: Enhance communication and innovate practices to improve operations and quality of care and services.

Strategies:

- Collaborate to improve efficiency in established and new processes.

- Improve processes for monitoring and reporting of performance measures.
- Participate in workforce discussions amongst AAAs and other partners to share strategies and lessons learned.
- Measure AAA staff turnover rate for positions identified to be of the highest need.

Outcomes:

- Short-term: More efficient and effective system processes established.
- Intermediate: Increased stakeholder satisfaction.
- Long-term: Improved organizational performance and service delivery.

Objective 4.1.2: Strengthen Legal Assistance Developer (LAD) activities. In Texas, this role serves as an advocate and liaison for legal services provided across the Aging Services Network system.

Strategies:

- Collaborate with Texas Legal Services Center (TLSC) to receive technical assistance.
- Receive training for Benefits Counselors to complete functions and duties of legal assistance and legal awareness activities to enhance service delivery to those served.

Outcomes:

- Short-term: LAD role and functions are defined at the state level.
- Intermediate: State-level coordination of legal assistance and training is established for the system.
- Long-term: Increase older adult and family caregiver awareness of self-directed fiscal management services and legal assistance, as well as, education to manage finances and determine personal life decisions, especially for those at risk of guardianship, conservatorship, or other fiduciary proceedings.

Long Range Planning

**Reference: [OAA of 1965, as amended through P.L. 116-131 \(3/25/2020\)](#)
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The Concho Valley Area Agency on Aging is prepared to provide services over the next five to ten years, especially in outreach, coordination, and community partnerships. The objectives reflect a proactive approach to increase awareness of services, strengthen caregiver support, expand access to nutrition and transportation programs, and promote in-home and community-based care. However, we acknowledge that rural areas may continue to face challenges particularly with transportation and access to in person services not being as readily available as they may like.

Programs can also improve by making the most of limited funding. Seeking grants, new funding sources, and community support can increase capacity. Focusing on prevention, education, and early support can reduce long-term costs and the need for more intensive services. The AAA will actively participate in local coalitions, advisory boards, and community groups to strengthen relationships and stay connected with regional efforts.

To support capacity building and long-range planning for the State Unit on Aging some practical recommendations include collaboration across HHSC local offices, transportation, caregiver support and education, and nutrition programs for older adults.

- Formalize Partnerships
- Develop agreements with local HHSC offices to clearly define referral processes and shared goals in the Aging Services Network.
- Strengthen Referral Systems
- Create a streamlined, shared referral process (aligned with “no wrong door”) so partners can easily connect clients to services without duplication or delays.
- Hold Regular Cross-Agency Meetings
- Schedule consistent meetings or workgroups with key partners to share

updates, identify service gaps, and coordinate solutions across sectors.

- Cross-Train Staff - Provide joint training opportunities so staff understand each partner's services, eligibility requirements, and referral procedures—especially across HHSC programs.
- Improve Information Sharing
- Develop shared resource guides, directories, or simple data-sharing practices (as allowed) to keep partners informed and improve coordination.
- Use Data for Planning
- Share and review data across partners to better understand trends, target high-need populations, and improve service delivery.

These steps can help build stronger, more coordinated partnerships, improve efficiency, and expand the overall capacity to serve older adults in the region.

The Concho Valley AAA will focus on efforts to sustain the program service over the long term by ensuring the organization is actively working to strengthen staff capacity, build and maintain partnerships, and improve programs to meet changing community needs. Activities can include recruiting, training and retaining qualified staff, securing stable and diverse funding sources, expanding collaboration with community partners, using data to guide decisions and improve services, and ensuring strong decision-making and planning. The goal is to ensure the AAA can continue delivering quality services and respond to future needs in a consistent and reliable manner.



Meals on Wheels
America - April 2026

In completing analysis of projections for the 14 county regions from 2020 -2040, for individuals between the ages of 60 to 85 years of age, as taken from the Texas Demographic Center website, the county with the most growth will be Tom Green. In 2026, the current estimated population of individuals in Tom Green County between those ages is 27,102; it is estimated that this same age range in 2060 will have grown to 37,504 individuals. The majority of the smaller, outer lying rural

counties are anticipated to have significant reductions in population for this age range, between 2026 – 2060.

Appendix A – Emergency Preparedness

Reference: [45 CFR 1321.103](#)



The Concho Valley Area Agency on Aging works closely with the Concho Valley Council of Governments Administrative team in planning and preparing for emergency/disaster situations. Primary events for our region that recur annually include ice/cold weather events, risk of wildfires and most recently, a flash flooding event.

In anticipation of these types of events, the Concho Valley Area Agency on Aging takes the following steps as coordination efforts:

- Ensure staff are aware of possible anticipated events, when aware.
- Train and prepare throughout the year for emergency/disaster response.
- Ensure staff are equipped to work from home or off-site, if/when needed.
- If services may be impacted due to a foreseeable event, make contact with clients who may be affected, make contact with contracted providers to ensure that clients are made aware of how services may be impacted.
- Work closely with contractors regarding their emergency preparedness plan and ensure they are taking appropriate steps to follow through with their action steps.
- Ensure contracted Nutrition Providers have made appropriate arrangements for Nutrition needs of their clientele.
- Notify OAAA of any anticipated interruption to services, providing timeframes, planning efforts and ways the region may be impacted.
- CVCOG and AAA work closely with local emergency managements partners, including: 211 Texas, CVCOG Public Safety program, Texas Department of Emergency Management, local and regional emergency officials, Concho Valley Community Organization Active in Disaster (CV COAD).

Appendix B – Public Comment Activities

Reference: [45 CFR 1321.65\(b\)\(4\)](#) and [45 CFR 1321.29](#)

Describe activities conducted in development of the plan that demonstrate compliance with the minimum time period (at least 30 calendar days) for public review and comment of the AAA's draft AP. Include information that demonstrates compliance with input, review, and approval by the AAA's Aging Advisory Council. Provide description or images of activities (e.g., flyers, posts, or announcements sharing the public comment period.)

Agenda from 4/22/26 – Advisory Committee meeting

Social media post on CVCOG website and email d-lists will be sent out by 4/24/26 – announcing open for public comment

Discussion at May Executive Committee mtg

Finalized Area Plan will be submitted to OAAA by 5/29/26

Attachment 1: 2027-2029 Projected Distribution of Serviced by County

Separate Excel spreadsheet attachment (template provided) is to be completed based on projected distribution of service by assigned counties for the area plan cycle (2027-2029). Spreadsheet is required with the 2027-2029 Area Plan submission.

Purpose of Spreadsheet: Demonstrate projected distribution of services. ACL regulatory requirements include that an AP must identify how services will be distributed within the PSA to address populations identified as greatest economic and social need.

Implementation of Spreadsheet: The initial submission of the spreadsheet accompanies the AP and is based on projections at the time of AP submission. Subsequent to the 2027-2029 AP approval, updated spreadsheet versions of the projections made are to be submitted annually with the working budget.



83108 - Concho
Valley AAA - Attachn

Attachment 2: Verification of Intent & Assurances

Reference: [OAA of 1965, as amended through P.L. 116-131 \(3/25/2020\)](#)

Separate attachment (template provided) requires signature by one authorized representative of AAA.

By an authorized official signing the Verification of Intent and Assurances, the AAA is assuring the written activities included in the plan will be completed during the effective period with amendment submission as required.

Certification of such assurances include the following:

- Input through a 30-calendar day public comment period.
- Input from the AAA advisory council.
- Composition requirements of advisory council are met.
- Approval from the AAA's governing board.
- Active policies and procedures are in place to identify both organizational and individual conflicts of interest.
- Direct Service Waiver will be submitted as required.
- Annual budget process will include submission of number of individuals served, type and number of units provided, and corresponding expenditures.