

FOUR-YEAR AREA PLAN  
TITLE III and TITLE VII

*OLDER AMERICANS ACT*

**REGION 10  
AREA AGENCY ON  
AGING**

**STATE FISCAL YEARS 2012-2015  
(7-1-11 TO 6-30-15)**

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## **Section I: Executive Summary**

The Region 10 Area Agency on Aging (AAA) Four-Year Planning and Service Area Aging Plan is effective from 7/1/011-6/30/15. This plan is a statement of policy and serves as a guide for AAA (Delta, Gunnison, Hinsdale, Montrose, Ouray and San Miguel Counties) planning efforts in developing a comprehensive, coordinated system of supportive services to persons aged 60 and over. The strategies and goals set forth in this Plan are based on the needs and priorities of the older adult population and on the requirements in the region for meeting those needs with adequate funding sources.

AAA recognizes that a major challenge during the next four years is the need to balance the growing number of older adults (11% increase per forecasts and estimates provided by Colorado Department of Local Affairs, State Demography Office) and demand for services in the region with expected decreases in funding to meet those needs. Future funding from the Older Americans Act (OAA) appears to be flat at best with projected moderate to significant decreases in funding coming from the Older Coloradoans Act (OCA), at least for the next several years. Both Federal and State funding fail to match the actual and growing needs as well as the rising costs for older adult services in both Region 10 and Colorado.

In developing the Four-Year Plan, needs survey information from adults aged 60+ was gathered by AAA staff through a series of community meetings/forums in August, September and October 2010 across the region. The results of the survey process based on regional needs are as follows:

- availability of affordable housing
- access to dependable and flexible transportation
- assistance with daily activities
- assistance with physical health
- assistance with financial challenges
- assistance with home modifications
- ability to maintain independence in their own homes

AAA also reviewed the data obtained from a 2010 Community Assessment Survey for Older Adults (CAOSA) commissioned by the State Unit on Aging (SUA). The results of this survey highlighted perceived community strengths such as:

- satisfaction with local communities for long-term retirement lifestyles
- quality of recreational services available to older adults
- satisfaction with the information provided about the services and activities offered to older adults

After analyzing both the regional strengths and needs of older adults for the next four years, our vision for the AAA for 2016 is to be the focal point in the region for coordination, collaboration and resource development for older adult services. In order to achieve this vision, AAA needs to employ the following strategies:

- 1) Continue to develop and streamline an integrated network of services for consumers to assist them in maintaining their independence within their communities.
- 2) Continue to support and strengthen the array of older adult services currently provided. We have revised our funding priorities in the last four years to match the regional needs of older adults and will continue with this policy.
- 3) Continue to increase efforts in developing partnerships with contractors that can provide innovative, organized and cost effective older adult services for the regional aging network. We have initiated major restructuring of our contractors in the last four years and will continue that process through our competitive yearly Request for Proposal process.
- 4) Continue to provide proactive oversight and support to AAA contractors in all areas of fiscal and programmatic management. Through effective and successful monitoring, evaluation and communication, AAA contractors have increased their efficiencies and alternative funding efforts in the last four years and we will continue with this process.
- 5) Continue to provide guidance in the development of coordination with various local providers/consumers to increase communications and avoid duplication of services and supports. This is imperative in times of limited resources.
- 6) Increasing cost efficiencies will continue to be implemented with all services. Nutrition, transportation, homemaking and senior resource coordinator programs will receive additional support to reach future sustainability goals.
- 7) Potential service expansion in homemaking and home modification services will receive consideration. Regional homemaking service providers currently have a limited number of waiting list clients in some counties but future demand may alter that situation due to the steady and continuous growth of our older adult population.
- 8) Increasing advocacy efforts for more affordable housing options, integrated regional transportation systems and serving Hispanic older adults will be a priority.
- 9) The Regional Advisory Council (RAC) will continue its important role of providing advice and assistance to the AAA and to consumers in their respective counties. RAC members are active and available for reviewing the coordination of services, supplying information and referrals to their communities and providing advocacy for all older adults. Ongoing efforts to recruit new and diverse individuals as members in RAC activities will be undertaken in the next four years.
- 10) The AAA will continue to strengthen its role in the region for information dissemination surrounding aging issues. Updating of the current website, regular participation in county senior resource councils and expansion of outreach activities to various older adult focal points will again be a priority.

Utilizing all the above strategies, AAA anticipates that delivery of regional services can remain at current levels (approximately 163,000 units of service for FY10) if funding (federal and state) remains flat for the next four years. However, if a decrease in state funding occurs, both units of service and capital expenditures for older adult programs will decline as the state funding declines. No matter which funding scenario occurs, elder consumers will continue to benefit from an increasingly coordinated, effective and efficient regional aging network that both recognizes and meets the needs of a growing older adult population.

## **Section II: Context: Demography, Trends, and Input**

### **DEMOGRAPHY**

#### **Population Profile**

The overall population of the region is growing at a moderate pace (1.15 % for 2009), which is seen in the older adult population as well. Over the next four year period the regional 60+ population is predicted to increase to about 22% (26,095) of the total population. However, the distribution of these older adults will not be uniform. The majority of older adults will remain in Delta and Montrose Counties, mainly due to the availability of services and moderate housing costs. Of the region’s projected 26,095 older adults in 2015, 37% will live in Delta County, 11% in Gunnison County, 1% in Hinsdale County, 41% in Montrose County, 5% in Ouray County and 5% in San Miguel County.

**Region 10 Projections 2012-2015** (forecasts & estimates provided by Colorado Department of Local Affairs, State Demography Office)

	Population 60+	Population 60+	% of Change
	<b>2012</b>	<b>2015</b>	
<b>Region 10</b>	<b>23,4462</b>	<b>26,095</b>	<b>11%</b>
Delta	8,771	9,519	<b>8%</b>
Gunnison	2,402	2,832	<b>18%</b>
Hinsdale	230	248	<b>8%</b>
Montrose	9,702	10,753	<b>11%</b>
Ouray	1,176	1,276	<b>8%</b>
San Miguel	1,181	1,467	<b>24%</b>

Of the total current 60+ population throughout the region, 34% are over 75 years of age, 8% are minorities, 9% are living at poverty level, and 2% are classified as both poverty and minority. Nearly 64% are classified as rural.

#### **Demographic Overview**

Region 10 continues to maintain a primarily rural nature with an average population density of ten people per square mile. The rural demography of the region requires that services are needed

to connect with consumers that are increasingly classified as old old (over 85 years), those that are isolated by long distances from both services and social networks (rural), and those that are new to AAA services (boomers/minorities). The capacity of the regional aging network to respond quickly to the changing economic and regulatory requirements, as well as the changing needs of older adults varies within the Region. The ability to provide updated infrastructure, experienced personnel and current technology are critical factors for aging network organizations to respond to change in a timely fashion.

## **TRENDS**

### **Community Needs**

After analyzing the AAA Older Adult Needs Survey data, AAA concluded that the areas of concern most often expressed either during discussions and/or in the survey results included the following:

- ❖ Transportation services
  - ❖ Affordable housing
    - ❖ Homemaking services

New services that survey participants recognized as needed in the next four years include assistance with...

- ❖ Everyday activities
  - ❖ Physical health
    - ❖ Financial challenges

Regarding how AAA should give preference and priority to services, survey participants listed the following as the most important considerations in prioritizing:

- ❖ Age
  - ❖ Income levels
    - ❖ Ability to access services

### **Community Strengths**

Additional survey information was provided by the Community Assessment Survey for Older Adults (CASOA) commissioned by the Colorado Department of Human Services, State Unit on Aging (SUA). The CASOA survey identified the following community strengths of the Region:

- 91% reported that they are likely to remain in their community throughout their retirement
- 87% stated that their community was considered an excellent or good place to live
- 84% reported that they would recommend to others that their community is an excellent or good place to retire
- 79% reported that there are numerous volunteer opportunities available
- 72% stated that there are excellent or good recreational services available for older adults
- 71% feel that they are informed about the services and activities offered to older adults

### **AAA Older Adult Services**

AAA will provide the following services over the next four years:

1. Transportation
2. Nutrition
3. Family Caregiver Support
4. Ombudsman
5. Vulnerable Elder Rights
6. Legal Assistance
7. In-Home Services
8. Information and Assistance
9. Health Promotion and Disease Prevention
10. Advocacy, Coordination and Program Development
11. Administrative Services

These services are based on the regional community strengths and needs identified during the 2010 survey process. The survey results and discussions held regarding elder needs indicated these services are still the most critical services necessary to maintain the independence of 60+ populations for this region. Through provision of these specific services, AAA also meets current programmatic requirements for the Older Americans Act and the Older Coloradoans Act.

### **Transportation Services**

All Points Transit and Gunnison County are the contracted transportation providers in the Region. Transportation services are provided in Delta, Gunnison, Montrose, and San Miguel Counties for trips to medical appointments, dining sites, shopping, recreational and other personal trips.

Currently, on demand senior transportation services are provided by the All Points Transit (APT) organization in three counties to maximize resources and increase efficiencies. APT has worked hard over the last four years to become a regional senior transportation provider in three counties and started providing public routes to the city of Montrose in August 2010.

Gunnison County has taken over management of senior transportation services for Gunnison. The County is making strides in providing an increasing array of on demand services and working towards developing a sustainable older adult transportation program.

Demand for flexible older adult transportation services is rapidly increasing in the region despite flat or decreasing funding from federal and state sources for the foreseeable future. Faced with rising administrative, personnel and operational costs, older adult transportation providers need to maximize existing services through innovative fundraising and collaborative efforts. Integration of regional older adult transportation delivery systems has been effective and will continue to evolve as part of the overall regional transportation planning process.

### **Nutrition Services**

Volunteers of America (VOA), is the contracted nutrition provider in Region 10 and utilizes their Senior CommUnity Meals program to provide congregate meals, home-delivered meals, nutrition education and nutrition counseling. VOA has worked diligently in FY11 to increase home delivered meal services, increase operational efficiencies, increase supervision/training for staff, upgrade menus (i.e. healthier choices and more diversity based on consumer input) and develop program policies that are moving the regional nutrition program closer to a sustainable program. Finding new and innovative ways to increase the participation of 60+ adults new to AAA services is essential to the successful delivery of nutrition services in the next four years.

### **Family Caregiver Support Program**

AAA contracts with Caregiver Solutions to provide family caregiver services in the Region. Caregiver Support services include:

- ***Information to Caregivers:*** Caregiver Solutions provides programmatic information and completes assessments for all eligible consumers.
- ***Caregiver Care Plan:*** Caregiver Solutions works with all eligible caregivers to develop an individual care plan so that caregivers have an opportunity to achieve both short and long term goals related to their caregiver role. Community resources and support services available through the Family Caregiver Program or other services in the community are provided through the care plan.
- ***Individual Caregiver Counseling:*** Caregiver Solutions provides counseling and regular follow-up on the progress of the care plan by the Caregiver.
- ***Respite Care for Caregivers:*** Caregivers can obtain limited respite services offered by qualified respite providers contracted through Caregiver Solutions.
- ***Supplemental Services:*** Assistance is provided to caregivers to obtain supplemental services to meet the needs of the caregivers, which may include home modifications, equipment and supplies, etc.

County Single Entry Points, in-home service agencies, transportation organizations and public health departments will continue to receive ongoing outreach education and will be encouraged to network and develop an effective referral process for the caregiver program.

## **Ombudsman Services**

The AAA contracts with Paonia Counseling Services for a full-time lead Ombudsman (Jane Poulos) to protect the rights of the region's most vulnerable clients. Ombudsman services are available to people living in nursing homes and assisted living facilities in the counties of Delta, Gunnison and Montrose. Hinsdale, Ouray and San Miguel counties do not have long-term care facilities. The Region 10 Ombudsman program utilizes volunteer Ombudsman to assure adequate coverage in the provision of regional services. AAA will continue to support and promote expansion of the volunteer Ombudsman base for the next four years. AAA has increased the funding for Ombudsman Services (300% over four years) to provide the necessary resources to meet programmatic requirements.

The Ombudsman program will continue to collaborate with Adult Protection Services in the Region when there are questions as to the appropriateness of placement, reports of abuse and overall concern for the well being of residents. The Ombudsman program will continue to make referrals to Uncompahgre Volunteer Legal Aid for resident or family assistance as needed. Ombudsman responsibilities include facility surveillance and activities to prevent elder abuse, neglect and exploitation. The Ombudsman program will also make presentations regarding resident rights to facility owners, employees, family members and the general public.

## **Vulnerable Elder Rights Services**

The Ombudsman Program will provide Vulnerable Elder Rights services in the counties of Delta, Gunnison and Montrose. The Ombudsman program will continue with ongoing advocacy and education efforts to all older adults that reside in long-term care and assisted living facilities in the Region. The Lead Ombudsman will provide regular reports to the AAA Regional Advisory Council on services provided. The Lead Ombudsman will also research and report on updated elder rights information from regional, state and national resources to the AAA, RAC and community organizations.

## **Legal Assistance**

AAA contracts with Uncompahgre Volunteer Legal Aid organization (UVLA) to provide a wide range of legal services including advice, representation, mediation and negotiation. UVLA provides legal assistance with civil matters including: family law, housing rights, public benefits, consumer issues, elder law and health issues. Assistance for civil matters is available in all six counties of the Region. UVLA has been successful in identifying pro bono services for those who may be victims of mistreatment or exploitation. The organization performs regular marketing, and outreach services including free monthly legal clinics to educate consumers. UVLA currently provides over 100 pro-bono attorneys of which approximately 20 specifically meet older adult needs. The need for this service continues to expand and while AAA currently meets the funding requirements (30% thru part B); AAA will continue to assist in meeting those demands through capacity building efforts in the next four years.

## **In-Home Services**

AAA contracts with Adult Home Care, Inc., Hinsdale County, Montrose County and Ouray County for homemaker services which are available in Delta, Gunnison, Hinsdale, Montrose and Ouray Counties. Services provided include, housekeeping, grocery shopping, meal preparation, laundry, information and referral and occasional transportation. Homemaking is the only AAA service in the region that has a minimal waiting list in some counties. To address homemaker waiting lists, AAA will increase the education, monitoring, contractual requirements and collaboration with service providers to efficiently prioritize homemaker clients and increase service efficiencies in the next four years.

However, the need for this service continues to expand as the population of adults over 75 years old continues to increase in the Region. AAA will continue to look at the potential for future service expansion through various funding sources.

## **Information and Assistance**

Senior Coordinator Programs have been established to provide comprehensive senior resource focal points for consumers, public/private agencies and business organizations. AAA contracts with Delta County Senior Resource Council, Gunnison County, Hinsdale County and the Ouray Neighbor to Neighbor organization to provide information and assistance services in Delta, Gunnison, Hinsdale, and Ouray Counties. These services have proven successful at the local level and will continue to play an important role in both local and regional information and assistance resources and outreach efforts.

The AAA publishes updated brochures with information regarding all AAA funded services in the region, and other important resource information. These brochures are distributed to individuals, contracted service providers, senior centers, dining sites and other older adult focal points in the region. AAA also has comprehensive AAA service information posted on the Region 10 League for Economic Assistance and Planning (Region 10) website ([www.region10.net](http://www.region10.net)).

The AAA assists the contracted Senior Coordinator service providers with the development, publication and distribution of service specific brochures and educational materials. Regional older adult workshops, seminars and special events are also promoted through the various mediums available to AAA.

## **Health Promotion and Disease Prevention Services**

A Dental Prevention Program that provides dental hygiene and education services was developed and implemented in 2006 and has proven very successful. AAA contracts with Grand Mesa Dental to provide services in Delta, Gunnison, Hinsdale and Montrose counties. Additional counties will be added as demand increases and additional funding opportunities become available.

AAA will continue to provide a medication management program for the Region. AAA has succeeded in providing medication management education and materials to significant numbers of both older adults and organizations involved in emergency management and health related services.

AAA does not and will not be providing specific evidence based health promotion programs in the next four years. However we will continue to support and collaborate in the participation and promotion of various regional health fairs, wellness workshops, health promotion classes and health promotion networking organizations. Delta, Gunnison, Montrose, Ouray and San Miguel Counties currently have both organized health promotion network organizations and recreation departments that offer numerous health/wellness related activities.

### **Advocacy, Coordination, and Program Development**

The AAA staff and contracted service providers will continue to be involved in advocacy, coordination and program development in the local communities. Examples of these efforts include coordination with county senior resource councils, attendance and assistance at local planning meetings for health and wellness activities, distribution of older adult need survey results to local elected officials and community leaders to aid them in community planning, and continued involvement in local committees for options for single entry point and long-term care services.

The AAA collaborates with the Center for Independence, Center for Mental Health and other regional organizations to provide information and referral services to disabled, minority and low-income individuals. In addition, AAA will increase its efforts in the next four years in development of planning strategies for short/long term solutions for affordable older adult housing in the Region.

AAA staff provides consultation and training to contracted service providers in budgetary, fiscal and reporting requirements to ensure correct expenditures of funds and accurate data. They also provide consultation on program development and coordination throughout the Region. AAA staff provides the Social Assistance Management System (SAMS) and National Aging Program Information System (NAPIS) data input for all service providers, except one, in the Region.

The AAA Regional Advisory Council is a primary source of support for the identification of needs and resources and in the implementation of programs and services in the six county Region. AAA staff will continue to support facilitating the activities of the RAC.

### **Administrative Services**

Region 10 will continue to provide administrative management of regional 60+ services. Region 10 is the designated AAA for this region and will continue to be the contracting entity.

AAA will continue to collaborate with the SUA, Colorado AAA Directors Association (c4a) and the Colorado Commission on Aging on the development of an integrated and effective statewide aging services network.

## **INPUT**

Community meetings were held at 18 sites in Region 10 in addition to two public forums as the method used to determine current and unmet needs. All counties were represented. The meetings/forums were held at older adult nutrition sites, community centers, service

organizations and RAC meetings. Elected officials, senior health & social service organizations, older adult service providers and interested citizens were invited to participate.

Community Meetings occurred at the following locations and dates:

- |  |                    |
|--|--------------------|
| • AARP (Montrose Chapter), Montrose, CO          | October 22, 2010   |
| • Bill Heddles Recreation Center, Delta, CO      | August 26, 2010    |
| • Christ’s Kitchen, Montrose, CO                 | September 30, 2010 |
| • Christ Presbyterian Church, Telluride, CO      | October 18, 2010   |
| • Cedaredge Community Center, Cedaredge, CO      | October 12, 2010   |
| • Delta Community Center, Delta, CO              | September 28, 2010 |
| • Delta Senior Resource Council, Delta, CO       | September 23, 2010 |
| • Gunnison Community Center, Gunnison, CO        | September 22, 2010 |
| • Gunnison Senior Resource Council, Gunnison, CO | September 7, 2010  |
| • Hinsdale Public Health, Lake City, CO          | October 7, 2010    |
| • Hotchkiss Senior Center, Hotchkiss, CO         | October 14, 2010   |
| • Montrose Recreation District, Montrose, CO     | August 30, 2010    |
| • Olathe Meal Site, Olathe, CO                   | September 10, 2010 |
| • Ouray Community Center, Ouray, CO              | September 20, 2010 |
| • Norwood Community Center, Norwood, CO          | September 20, 2010 |
| • Nucla Senior Center, Nucla, CO                 | October 4, 2010    |
| • Paonia Senior Center, Paonia, CO               | October 8, 2010    |
| • Pioneer Club, Montrose, CO                     | September 21, 2010 |

Public Forums occurred at the following locations and dates:

- |   |                    |
|---|--------------------|
| • Lake City Community Center, Lake City, CO     | September 15, 2010 |
| • Montrose Pavilion Senior Center, Montrose, CO | September 29, 2010 |

Facilitated discussions were held when possible to determine the needs and concerns of older adults. An Older Adult Needs Survey was distributed to all meeting/forum participants. Of the approximately twenty thousand (20,000) older adults in the region, four hundred and ninety (490) older adults (60+) completed the survey. Completed surveys were either collected during the meeting/forum process or mailed to AAA.

Results were tallied for the region as well as by each county. These results were provided to the RAC members, Senior Coordinators, Senior Resource Councils, AAA Service Providers and the Region 10 Board.

**FOLLOW-UP WITH COMMUNITY INPUT PROCESS**

As described above, a series of community meetings/forums were held throughout Region 10 during the months of August, September and October 2010, to gather public input into the four-year planning process. An initial draft of the AAA four-year plan was then developed and distributed to RAC members, AAA service providers, Region 10 Executive Staff and Colorado Commission on Aging representatives. These entities were asked to review and provide

additional input. They also were requested to distribute the draft to their respective organizations, elected officials and other interested citizens for their review and input.

### **Section III: Targeting, Preference and Priority**

#### **TARGETING**

AAA targets the delivery of services to the most vulnerable (minority, frail/disabled, low income, residents of rural areas) elders in the Region. All AAA contracted service providers will be required to submit targeting projections and outreach plans in their annual funding applications and will be required to give priority to those older adults with the above needs.

The AAA will continue to target services by the following actions:

- Assist service providers to continue to target services through technical assistance and consultations presented at funding requests, annual-assessments, and training sessions
- Continue with region wide outreach and educational efforts aimed at providing services for those targeted groups with the greatest needs
- Continue networking with agencies such as County Departments of Health and Human Services, Senior CommUnity Care Program of All-Inclusive Care (PACE), Low-Income Energy Assistance, Social Security Administration, Volunteers of America, Retired Senior Volunteer Program and other low income and housing programs for identification of clients in the greatest need for referral to AAA services

#### **PREFERENCE & PRIORITY**

The AAA will continue to provide preference and priority to older adults based upon the following criteria:

- ❖ Older Americans Act priorities
  - ❖ Older Coloradoans Act priorities
    - ❖ Needs identified in the AAA Older Adult Needs Survey

Low-income minority older adults are at higher risk of being unable to access housing and medical alternatives due to affordability, accessibility and availability within their communities and counties. Transportation and in-home services are an issue for all low-income individuals, especially those living in the more rural areas of the Region. Access to adequate nutrition and identification of consumers at risk for adequate nutrition is another area of concern for 60+ adults in rural areas, including those classified as low income and minority. Through region wide education and outreach efforts, AAA will continue to identify specific consumers that most need assistance.

AAA prioritizes services to ensure that adequate funding is provided to meet the specific regional needs of elders. Access, in-home, legal assistance and nutritional services have been identified as priority services for the region.

Funding for our most vulnerable clients plays another significant role in funding requests. AAA contractors that both identify and address the needs the region's most vulnerable 60+ adults in the most efficient manner will receive priority in consideration for annual funding allocations for the next four years.

With decreases in federal and state funding forecast for the next four years, continued development of alternative funding opportunities will receive increasing emphasis in the development of the regional aging network services. Potential AAA contractors that can demonstrate both an organizational commitment and actual revenue generated from alternative funding efforts will also receive priority in consideration for annual funding allocations.

### **Building Organizational Capacity**

AAA will continue to build partnerships with potentially competing entities and consumers to enhance service delivery systems. Sharing concerns, removing barriers to service and development of networked resource organizations will continue to be a focus of the AAA.

Increasing the funding capacity for the Region 10 aging network will increase in priority over the next four years. New sources of potential funding will be sought out for both the AAA and their contractors.

### **Section IV: Forms**

**(See attached forms)**