

Lee-Russell Council of Governments

Area Agency on Aging



Area Plan for Fiscal Years

2018-2021

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Verification of Intent

The Area Plan on Aging is hereby submitted by the Lee-Russell Council of Governments covering Lee and Russell Counties for the period of October 1, 2017 through September 30, 2021. It includes all assurances and plans to be followed by the Area Agency on Aging.

Under provisions of the Older Americans Act, as amended during the period identified, the AAA identified and its Executive/Governing Board will assume full authority to develop and administer the Area Plan on Aging in accordance with all requirements of the Act and related state policy. In accepting this authority, the AAA assumes major responsibility to develop and administer the Area Plan for a comprehensive and coordinated system of services and to serve as the advocate and focal point for older people in the planning and service area.

This Area Plan was developed in accordance with all rules, regulations, and requirements as specified under the OAA and the Alabama Department of Senior Services Policies and Procedures and multi-grant Notice of Grant Awards (NGAs) Terms and Conditions. The AAA agrees to comply with all standard assurances and general conditions submitted in the Area Plan throughout the four (4) year period covered by the plan.

The AAA certifies it is responsible for overseeing the provision of Aging Services throughout Region 10. This responsibility includes, but is not limited to, the following functions:

1. Contract management
2. Programmatic and fiscal reporting activities
3. Oversight of contracted services delivery
4. Coordination of services and planning with the ADSS, Service contractors, and other entities involved in the servicing and planning for the older population in the planning and services areas
5. Provision of technical assistance and training staff, providers/contractors and other interested parties
6. Provision of public information and advocacy related to aging and disability program activities and issues

This Area Plan is hereby submitted to the Alabama Department of Senior Services for Approval.

A handwritten signature in blue ink that reads "Suzanne Burnette".

Signature of Executive Director
(Suzanne G. Burnette)

7/13/2014

Date


Signature of Aging Director
(Jackie Pinkard)


7/11/2017
Date

The Area Agency on Aging Advisory Council has reviewed and approved this Area Plan.


Signature of Chair
Area Agency on Aging Advisory Council
(Nolan Torbert)

7/11/2017
Date

The Governing Board of the Planning and Service Area has received and approved this Area Plan.


Signature of Governing Board Chair
(Peggy Martin, Mayor Phenix City)

8-2-17
Date

LRCOG AREA AGENCY ON AGING HISTORICAL OVERVIEW

In 1977, the Alabama Department of Senior Services, formerly the Alabama Commission on Aging, designated the Lee-Russell Council of Governments (LRCOG) as the Area Agency Aging to serve Lee and Russell Counties. As a regional planning commission, the Council is uniquely qualified to administer programs which overlap political boundaries. Since that time, the Area Agency on Aging has worked with other public and private agencies in the planning and service area (PSA) to provide a comprehensive and coordinated service system to meet the needs of older persons in the two-county area.

The LRCOG Area Plan for fiscal year 2018- 2021 outlines the actions that will be taken over the next three years in order to better prepare the community and the senior network for the increased demands of a diverse aging population and individuals with disabilities. Under this plan, LRCOG will carry out functions of the Area Agency on Aging as outlined in the Older Americans Act which include Planning, Program Development, Training, Advocacy, Coordination, and Service Delivery. The Area Plan process began several months ago and reflects the combined efforts of seniors, caregivers, disabled adults, professionals, service providers, advisory councils, volunteers, and the general public.

The primary goal of the Area Agency on Aging is to enhance and improve the quality of life for older people in Lee and Russell Counties. To this end, the Area Agency on Aging strives to:

- Assist older people to maintain their independence and dignity at home by providing appropriate supportive services;
- Work to remove barriers, which keep older persons from economic and personal independence;
- Provide a continuum of care for the vulnerable elderly; both those who live at home and those who live in long-term care facilities;
- Coordinate with other groups in the area who also work to improve the lives of the elderly;
- Serve as an advocate for older people.

In working and coordinating with other agencies and volunteer groups to address these goals, the Area Agency on Aging strives to uphold its responsibility to provide the highest quality services possible. Therefore, the Area Agency on Aging contracts with service provider organizations that identify with service excellence and commitment towards the well-being of all older persons. The

Area Agency on Aging continues to monitor, audit, evaluate and train so contractors may provide the best quality services possible.

The mission of the Area Agency on Aging is to meet the needs of senior citizens and individuals with disabilities who reside in Lee and Russell Counties, Alabama, and to promote the independence and dignity of those we serve through a comprehensive and coordinated system of quality services.

The AAA is required, by the Older Americans Act, to give preference to older persons in the greatest social and/or economic need, with particular attention given to older individuals with low-income, low-income minority older individuals, older individuals with limited English proficiency, older individuals residing in rural areas, and older individuals at risk for institutional placement.

Several primary goals for the Area Agency on Aging over the next three years are to: 1) continue to increase awareness of the agency and the programs that are offered; 2) develop more partnerships with stakeholders throughout the region; 3) increase revenue through local commitments in an effort to serve more people. One strategy to increase revenue is to focus on cost sharing and further boost community awareness of private pay services; 4) continue to examine efficiency in service delivery; and 5) seek more opportunities to partner with community agencies that focus on serving individuals with disabilities. While we formalize partnerships with community agencies, the anticipated outcome would be an expansion of services that meet the needs of individuals with disabilities.

Physical Description of the Planning and Service Area

The Lee-Russell Council of Governments provides services to Lee and Russell Counties. Lee County is located in East Central Alabama separated from Georgia by the Chattahoochee River. The largest cities of Lee County are Auburn and Opelika. Opelika is the county seat and Auburn is the home of Auburn University. Lee County is the eighth largest county in Alabama by population.

One of the major strengths of the region is its close proximity to metropolitan areas in Alabama and Georgia. Located within a radius of 120 miles or less are cities such as Atlanta and Birmingham. Because of its location, both counties have recruited and continue to attract major employers to the area. The region's major industries are manufacturing, retail trade, and education. The Lee-Russell Council of Governments' service area boasts several institutions of higher learning. Auburn University and Southern Union State Community College are located in Lee County. Russell County offers educational opportunities at Troy University-Phenix City, Phenix City Vocational School, and Chattahoochee Valley Community College. The area's educational needs consistently meet state and federal guidelines.

Because of the population growth, area retail trade has increased. Major shopping areas are being developed throughout both Lee and Russell County. Tiger Town, located in Lee County, is an example of the expanding retail market in the service area. Also, there are several commercial shopping centers located along major state highways in Phenix City, Russell County. Regarding

healthcare, the Lee County area is served by the East Alabama Medical Center. Medical services for Russell County are primarily provided by the neighboring city, Columbus, Georgia.

Political Division

Lee County

Opelika is the county seat of Lee County. The County elects a Probate Judge at Large, who serves as the highest ranking elected official. The Probate Judge serves as Chairman of the Lee county Commission which consists of county commissioners elected by districts. Offices in the county, which include the Probate Office, Tax Assessor's Office, and Tax Collector's Office, are housed in the Lee County Courthouse; there are two county annex offices as well. The T. K. Davis Justice Center houses the Lee County Sheriff's Department and Detention Facility, the Lee County Circuit Clerk's Office, and the 37th Judicial Court System.

The City of Auburn and the City of Opelika are both governed by mayor-council forms of government with administrative responsibility concentrated with the City Manager. Mayors are elected at large and serve in a full-time administrative capacity. The five council members are elected by wards. The town of Smiths Station has a mayor-council form of government as well. The incorporated Town of Loachapoka is governed by an elected Mayor and elected five volunteer council members.

Russell County

Phenix City is the county seat of Russell County. The County elects a five member commission who elects a Chairman from among them. The County Administrator handles primary administrative responsibilities. County offices are housed within the Russell County Courthouse. The Town of Hurtsboro has a population of 553 which is down from 592 according to the 2010 US Census. Hurtsboro has a elected Mayor and an elected five member Town Council.

Section I: Executive Summary

This plan guides the direction of the Area Agency on Aging for the next three years. It reflects the needs of the community and highlights the goal for making the community more dementia friendly. The Area Agency on Aging seeks to develop a community that promotes quality of life, independence and choice for older adults and individuals with disabilities within the planning and service area. In developing the plan, the Area Agency on Aging conducted extensive community input, collaborated with professionals in the field, and researched the needs of older adults and individuals with disabilities. The AAA meet all regulations and complies with the Americans with Disabilities Act.

For several years now the nation, State, region and local communities have experienced economic challenges. The impact has been felt by the older population probably more than others. The number of older adults is rapidly growing. The overwhelming increase of baby boomers continues to move into retirement age. Until the year 2030, 10,000 baby boomers are turning 65 each day in the United States. This fact alone, will cause a huge burden on services and programs for seniors.

Case Managers report that staying in the home may be the most important goal in an older person's life. With this said, two areas of concern, for the Area Agency on Aging, is the lack of affordable housing and reliable transportation to access the services that can make life better when the individual needs it. This represents the ability to control one's life and environment; and in-home services such as homemakers, home-delivered meals, and home health care are critical to this goal.

Many other services performed through the Area Agency such as legal assistance, transportation, and congregate meals also contribute to this goal. Many barriers hinder the independence and dignity of older persons and individuals with disabilities. Most serious are incidents of abuse and neglect. However, some theories point to the inability of family members and caregivers to cope with the continuous undue stress involved in long-term care. The lack of financial resources is also considered a factor that could prompt an individual to abusive behavior. Alcohol and drug abuse are common among both victims and abusers. A lack of health literacy is another major barrier and cause abuse and neglect. A major barrier for caregivers is the limited assistance available in the community to relieve the burden of care.

With this in mind, the AAA sponsors an annual "Unforgettable Footsteps Memory Walk/ Fun Run". Each year the memory walk revenue has increased. The funds raised go towards moving 5-8 care recipients from the Alabama Cares waiting list to receiving services. Some receive direct services (respite) others receive supplemental services.

According to the Center for Health Statistics, Statistical Analysis Division, in Lee County during 2015, 41 individuals died of Alzheimer's disease, of those 24 were white females. In Russell County during this same period, 38 individuals died of Alzheimer's disease, and 23 were white females.

While programs for older persons and individuals with disabilities in this region have not had severe cuts in funding, the implementation of the funding formula has moderately decreased

funding in programs. Also, level funding has produced similar affects, in that, the cost of providing services has increased; therefore, causing a reduction in certain services. Without the life supporting services such as home-delivered meals or in-home/ home health services, many elderly and individuals with disabilities would be at risk of institutionalization. While certain services may not be immediately life threatening, level funding often forces the Area Agency on Aging to decrease services which places frail, rural and minority older persons who are already at risk for institutionalization at even greater risk. The wide disbursement of a number of older people in the rural areas of Lee and Russell Counties is one of the most difficult barriers faced by the Area Agency in serving this population. The AAA had a successful rural outreach campaign which entailed strengthening and developing additional partnerships with the faith-based community.

As a person goes through the aging process, his life can be viewed as a continuum. Services can be offered through the Area Agency on Aging, and provided in an efficient and effective way. But, if these are not the services needed by an older person or individual with disabilities as his life moves along the continuum, or if the person is placed on a waiting list for years, we have not been successful in our goal of improving the quality of life and maintaining dignity for individuals who reside in this region.

At the time of retirement, services necessary in the continuum of care so that the older adult or individual with disabilities may maintain his/her independence and dignity might be the opportunity for recreational activities as he has more leisure time now. However, it might also include a part-time job, or for others there may be a need for volunteer service to reinforce feelings of worth to the community. Later, other services required in the continuum of care might be the need for legal assistance, home-delivered meals or transportation. Finally, an older person may require substantial in-home services or institutionalization in a long-term care facility.

The responsibility of the Area Agency is to provide those services necessary to preserve the independence and dignity of older citizens and individuals with disabilities. These may or may not be the services, which the Area Agency and others who serve these populations are providing. The Area Agency must listen to its constituents through needs assessments, public hearings, the advisory council, daily contacts, and other means to determine the services necessary to maintain one's dignity, improve the quality of life and promote independence.

The programs and services that are offered by the Area Agency on Aging include, but not limited to:

- Caregivers Assistance
- Congregate Meals / Nutrition Services
- Chore
- Emergency Disaster Preparedness
- Evidenced Based (Health Promotion) Programs
- Family Caregivers Support
- Health Insurance Counseling
- Home- Delivered Meals
- Homemaker

- Information & Assistance
- In-Home Assistance
- Legal Assistance
- Outreach
- Ombudsman
- Prescription Drugs Assistance
- Recreation
- Senior Centers
- Senior Employment
- Transportation
- Volunteerism

The area plan will support services and programs for older adults, caregivers and individuals with disabilities. The AAA will specifically target:

- Individuals 60 years old and older
- Low Income
- Greatest social needs
- Socially isolated including those with limited English speaking proficiency
- Reside in rural areas
- Minority
- Isolated, including those living alone

This plan will guide our efforts to develop, maintain and consider expanding services, advocate for and promote services that encourage independence, promote and protect elder rights, and manage programs effectively. The goals that will be explored are listed below.

AAA GOAL 1.0: Older adults, individuals with disabilities, and their caregivers shall have access to reliable information, helping them to make informed decisions regarding long-term supports and services.

AAA GOAL 2.0: Empower older adults and individuals with disabilities to remain in the least restrictive environment with a high quality of life through the provision of options counseling, home and community-based services, and support for family caregivers.

AAA GOAL 3.0: Empower older adults to stay active and healthy through Older Americans Act services, Medicare prevention benefits, recreation, jobs, and volunteer opportunities.

AAA GOAL 4.0: Enable more Alabamians to live with dignity by promoting elder rights and reducing the incidents of abuse, neglect, and exploitation.

Narrative

People are living longer and growing older. With this comes an increased risk of developing certain diseases and many chronic health conditions. In order to respond to the wide range of needs and problems experienced by older people, the Lee-Russell Council of Governments' Area Agency on Aging continues to fund and support a network of aging services in Lee and Russell Counties. The Area Agency on Aging (AAA) maintains a close relationship with the local Department of Human Resources (DHR). The Executive Director of Lee County DHR is a member of the AAA Advisory Council. The Lee County and Russell County Adult Protective Services Supervisors serve on the Long-Term Care Ombudsman Advisory Council. The AAA is very proud of a new initiative that started during fiscal year 2014, The Opelika Emergency Utilities Assistance Program. The AAA also provides Case Management in Lee, Chambers and Tallapoosa Counties for the Alabama Rural Coalition against Homeless (ARCH). The AAA continues to partner with the local library and the Chamber of Commerce as outreach resource stations. The AAA maintains a wide array of relationships with other local groups, such as hospice, hospital social workers, discharge planners, housing authorities, social services activities directors, law enforcement and faith-based organizations. The AAA received a mini grant to implement the Dementia Friendly Community initiative in the region. This is an excellent opportunity to educate and partner with groups, businesses and agencies which the AAA does not normally partner, i.e., Banking Institutions, Law Enforcement Agencies, First Responders, restaurants, and school systems. The AAA's long standing partnership with Starbucks has expanded to include not only pastries, but chilled food items, such as breakfast sandwiches, and yogurt parfaits. The seniors look forward to getting these special treats.

As a means of collaborating and coordinating with local systems of long-term care in an effort to make recommendations and to modify service when appropriate, the AAA has implemented the following:

- Conduct ongoing outreach with hospital social workers, discharge planners and physicians to enhance their awareness of the services and programs that are available but particularly, the Alabama Cares program and the Long-Term Care (LTC) Ombudsman service;
- Upon request, conduct in-service trainings for staff of assisted living facilities and nursing facilities on issues related to caregiving;
- Maintain a relationship with the Alzheimer's Association chapter that serves the region; and membership with the Alzheimer's Foundation of America;
- Distribute information to caregivers and professionals on the resources and services that are available;
- Serve on the local networking committee;
- Routinely make presentations on the programs and services that are available to groups within the community; and
- Continue to develop partnerships with businesses and non-traditional social service agencies.

In an effort to serve older individuals with disabilities, and coordinate with other disability agencies, the AAA has invited agencies who provide services to this population to participate in the AAA Advisory Council. The AAA will:

- Collaborate with ADRC and assess Activities of Daily Living (ADL's) and Instrumental Activities of Daily Living (IADL's) at community events to determine which services they are already utilizing and identify possible additional resources available;
- Collaborate with East Alabama Medical Center (EAMC), East Alabama Mental Health(EAMH), Easter Seals, Achievement Center, child advocacy center, Medicaid, vocational rehabilitation, Lifespan Respite, universities, community colleges (various departments within higher education, e.g. school of Architecture, Pharmacy and Social Work, etc.) and nonprofits organizations to offer in-services for ADRC and AAA programs;
- Attend health and wellness fairs to share agency resources with the public;
- Facilitate area-wide development and implementation of a comprehensive, coordinated system of 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, consistent with self-directed care, including:
 - ◆ Provide annual caregiver conference,
 - ◆ Provide the virtual dementia tour (VDT), and community memory screenings,
- Collaborate with LTC to utilize the Alabama Community Transition (ACT) program to provide independent living;
- Host LTC conference and legal conference;
- Work with the faith- based community to identify people of their congregations who may need assistance; and
- Provide community education on managing chronic diseases (behaviors) and being proactive (tai chi for falls prevention and depression screenings).

The Lee-Russell Council of Governments' primary purpose as the Area Agency on Aging is to plan, develop, and maintain a coordinated service delivery system that best meets the needs of the older adults and individuals with disabilities within the region. The Area Agency on Aging has developed a system, which allows a coordinated aging program in each of the two counties. This County-based aging program fosters a broad base of services that span the continuum of care for the elderly. The AAA provides a number of different services and programs for older adults and adults with disabilities.

A professional from the local Department of Rehabilitation provided training to the AAA staff. The AAA Director will continue to seek other avenues for training and educating the staff regarding the needs of individuals with disabilities. A supervisor from the local Mental Health Agency has provided training to the AAA staff several times. The first presentation was an overview of mental health services and how we can better coordinate services and strengthen our partnership. The second in-service training focused on the mental health of the older population.

This training equipped the staff with knowledge to identify and respond to older adults who have behavioral health problems. Another training was geared toward how to identify and respond to individuals who are experiencing suicidal tendencies, and how the AAA can approach handling these situations.

The AAA will identify, assess the needs, establish and sustain services for older individuals with disabilities by strengthening partnerships with agencies such as Easter Seals, the Achievement Center, and the Rehabilitation Center. The AAA works closely with other providers including the local Health Departments, local Department of Human Resources, service organizations, local hospitals/medical facilities, and others, to identify and refer individuals with disabilities to appropriate agencies for assistance. The AAA has a close working relationship with these agencies to obtain information and referrals for the Aging and Disability Resource Center (ADRC). The Auburn University School of Pharmacy outreach program encourages students to make monthly visits to individuals who are disabled, in poor health, isolated, and therefore at high risk of injury and/or illness. Whenever situations like these occur, the students will report them to the ADRC Coordinator for a thorough assessment.

Our primary strategy to target services to older individuals who are at risk of cognitive impairment, injury, disease, disability or nursing home placement, and to reduce the risk of Medicaid spend down will be to educate, educate, and educate. We will educate senior groups, individuals, their families, and the general public regarding how to recognize the early on-set of dementia for example. The AAA will coordinate and facilitate training opportunities for the general public, caregivers, and professionals throughout the region.

The AAA will continue to seek more partnerships, particularly with the senior housing communities. The AAA has developed a closer relationship with the Senior Housing complexes particularly in Phenix City. The AAA has attended several health and wellness fairs on the housing authority property. It is important that the personnel staff at the senior community, including the office management, social service director, maintenance staff, and the receptionist be able to recognize and identify the early warning signs and seek intervention. The AAA will advocate for additional affordable housing units and apartments for low-income seniors therefore, becoming proactive rather than reactive in getting the AAA involved in the senior's care.

The Area Agency will continue to educate the partners about Medicaid spend-down, and seek ways to avoid this by early intervention. The spend-down is meant for people who have income slightly higher than would normally qualify them for Medicaid coverage, but who have medical expenses that significantly reduce their usable income. Those that qualify are required to submit receipts or bills to Medicaid to show their medical expenses.

Local governments within the region have a representative who serves on the Lee-Russell Council of Governments' Board of Directors. The AAA Director gives a report to the Board during the quarterly Board meeting. The members are encouraged to take the information back and share it with others. The AAA will continue to advocate for seniors and individuals with disabilities. Each year the AAA advocacy efforts include inviting the local delegation to meet with the Board, the AAA Director, staff and seniors visits the Alabama Statehouse to educate the legislators regarding

senior services and programs. This year the Alabama Silvered-Haired Legislators and the AAA co-sponsored a legislative meeting. The newly elected Joe Lovvorn Representative for Alabama House District 79, Auburn and a representative from Congressman Rogers office both attended.

The Area Agency on Aging provides many services directly to the community. The AAA will be requesting a waiver from the Alabama Department of Senior Services to provide the Title –III Nutrition Services directly for fiscal year 2018. This year the Area Agency on Aging sought private and non-profit agencies to administer the day-to-day operations of the Senior Centers. Solicitation letters and request for proposals (RFP's) were sent to 53 potential providers. A non-profit agency did attend the Vendor's Conference that was held on March 7, 2017. The AAA met several additional times with this non- profit entity to discuss at length the expectations and funding obligations. The RFP deadline was extended by 30 days, but no RFP's were submitted. Thus, the AAA will request a waiver to manage the senior centers directly (in-house) next fiscal year.

The Area Agency on Aging receives funds allocated under the Older Americans Act, state funds from the Alabama Department of Senior Services, funds from the Federal Medicaid Agency, State of Alabama Medicaid Agency, and local funds from participating local governments. The Area Agency subcontracts with local agencies for services and programs. The AAA will only contract with providers that have demonstrated expertise in serving the area's older population. Allocations to the subcontracting agencies are based upon 1) funding requests submitted to the Area Agency on Aging through its request for proposal process; and 2) service priorities determined by the respective funding sources and the Area Plan.

Demographics

The AAA is one of the fastest growing AAA's within the State. According to the 2016 Census, the 60 plus population grew by 32.7% since the 2000 Census. With this growth also comes more demand for services. The fastest growing age group of seniors is, as you would imagine, the "Baby Boomers". This group grew by over 61%. Both national and local research on boomers tells us to expect changes in the ways we are doing business. Boomers usually work longer, travel more, are healthier and have more money for retirement than their parents.. They do not identify with traditional terms such as senior citizens, and do not want to be referred to as such. Russell County is experiencing the fastest growing population in the state, according to Center for Business and Economic Research at the University of Alabama. Russell County population increased by 12.7 %. The Center also listed Lee County which is located directly north of Russell County as experiencing the second fastest growth in the state at 11.9 % growth.

7.38% of Lee County citizens do not speak English. According to *Datausa*, the most common language spoken other than English in 2015 was Spanish at 2.85%, followed by Korean at 1.285% and Chinese with 0.62%. In 2015, there were 1,927 native speaking Koreans living in Lee County. This can be attributed to high number of car manufacturing plants and suppliers in the area and nearby. Adjacent to Lee County, is Russell County. In Russell County there are 4.89% of non-English speaking residents. The most common language is English. Other languages spoken in Russell County are Spanish at 2.95%, followed by Vietnamese at 0.39% and German is 0.29%.

Russell County is also bordered by the Chattahoochee River. Phenix City is the county seat and contains the largest percentage of the population.

The predictions over the next ten years are that the senior population will continue to grow. Alabama senior population grew from 13.8% in 2010 to 21.5% in 2016. According to the University of Alabama Business and Economic Research, Alabama senior population will increase by 83% by the year 2040. In Lee County the senior population has grown by 9.1%, and between 2010 and 2040 the senior population will grow by 196%. Russell County senior population has grown by 12.7%, and it is anticipated on growing by 74.5% between 2010 and 2040.

According to the 2010 US Census, there were 759 people over the age of 100 in the State of Alabama. In Lee County, there were a total of 11 people between the ages of 100-104; one male and ten females. There were three people age 105-109; one male and two females. In Russell County in 2010, there were a total of 11 people age 100-104, all of which were females. There was one, a female, age 105-109. The AAA contracted with a local photographer to capture these centenarians in photo. Their portraits are displayed in the AAA's office.

	LEE COUNTY	RUSSELL COUNTY	LRCOG REGION	
60 +	22,593	10,229	32822	
60 Live in Rural	6,744	3,632	10376	
60+ Live Alone	8,404	4541	12945	
60 + Minority	5,399	3,641	9040	
65 + Low Income (a)	14,755	7,049	21804	
60 + Limited English Speaking (b)	813	225	1038	
60 + Native American Indians	67	92	159	
100 +	14	12	26	
TOTAL				

(a)

"Population For Whom Poverty Status is Determined"

(b)

"Other Than English"

Overview

The Area Agency on Aging will ensure that services are provided to vulnerable older individuals with the greatest economic and social needs, with particular attention to low-income minority elders, older individuals with limited English proficiency, older individuals residing in rural areas, older individuals with disabilities, older individuals at-risk of long term care placement, and older individuals with disabilities, older individuals at-risk of long term care placement, and older individuals residing in rural areas.

The Case Manager will also place emphasis on older persons with severe disabilities and older persons with Alzheimer's disease or related disorders in need of programs or community services. Indians, Native Americans, will also be identified through outreach efforts.

Presently the AAA only contracts with providers for Title-III homemaker and legal assistance. Therefore, it is the AAA's responsibility to reach these targeted groups. Outreach efforts will include collaborating with the contacts of the rural outreach campaign to remind them of the programs and services the AAA has to offer to the community. The AAA also participates in the medicine bag program. This allows the AAA to have an advertisement on the medicine bags with a specific drug store.

GIS mapping will be employed to identify which areas outreach should be increased and will help determine whether or not the targeted population is being reached sufficiently. Ethnic representation of low income minorities, elders, limited English speaking, disabilities, at risk of long-term care placement, residing in rural areas will also be targeted. Two of the senior centers are located in areas that have a high concentration of low income and minority older adults. The AAA will canvass the neighborhood and place flyers about the services on each door. The AAA has partnered with the community market which is an arm of the East Alabama Food Bank to target low-income seniors.

There is a growing number of Spanish speaking individuals in the community. It has been a challenge connecting with these individuals. So, last year, the AAA partnered with a Parrish Nurse who hosted a Spanish Health and Wellness Fair at a local Catholic Church. The AAA attended this event and was assigned an interpreter which enabled us to share valuable information with individuals.

Evaluation of Needs Assessment

The evaluation of the effectiveness of all services available to older persons in the area is achieved through a combination of the Area Agency on Aging coordination with local agencies and senior citizens organizations, the Advisory Council, surveys, public hearings, town hall meetings, and program assessment. The staff identifies strengths, weakness of programs, and other opportunities they believe would be beneficial to the AAA's effectiveness, and threats by participating in a SWOT analysis. Town Halls meetings, surveys, SWOT, and Public hearings all suggest that there is not enough funding to provide services to the ever increasing number of individuals who are in need of assistance. It is anticipated that funding will not be shifted from one program to another.

The AAA believes that a comprehensive evaluation process must exist in order for the agency perform its responsibilities in the most efficient and effective manner possible. To ensure that the AAA provides services which are most needed by older adults living in the planning and service area, the AAA must keep abreast of issues and concerns of older persons through its association with local senior citizens organizations and local service providers. The AAA Advisory Council is a vital resource in evaluating needs through its meeting and its contributions to the Area Plan. The AAA conducts need assessments at the senior centers during the Older Americans Month celebration, and during public hearings. The Case Managers also conducted the surveys with home bound clients. It appears that the same top five needs of older adults and individuals with disabilities continues to be identified through these processes year after year. Transportation once again is the greatest need. Seniors need transportation to medical appointments, shopping, eateries, etc. They request that affordable transportation to be available at nights, and on the weekends. The second greatest need is meals and/or nutrition. According to Feeding America, both Lee and Russell Counties are food insecure counties. Russell County food insecurity rate is 21.2% up slightly from 21.1% three years ago; Lee County food insecurity rate of 18.3% up from 17.45% just three years ago. Third among those needs are the need for utility assistance. In the PSA, over 10% of those aged 65-74 live in poverty, and over 12% of seniors 75 and older live in poverty. Of this percentage, 33.5% of Black females live in poverty, and 44.7% of males of races other than Black or White live in poverty. Many seniors have a difficult time paying for food and utilities. The fourth need has been found to be home healthcare. Many individuals are using the emergency room doctors as their primary healthcare provider. Lastly, is the lack of affordable housing for seniors and individuals with disabilities is a critical concern.. The waiting list for some affordable senior housing is over two years long.

To ensure efficient use of program funds and efficient program management, the Area Agency on Aging regularly monitors the program implementation and management of the agencies receiving funds under the Title III of the Older Americans Act. Routine monitoring by the AAA staff members, the Advisory Council members and others interested in these services allows the AAA to identify problem areas and take corrective actions in a timely manner. The Area Agency on Aging staff conducts assessments of service providers to ensure efficient and effective service delivery and compliance. The AAA will monitor routine program reports to assess activities and service provisions of the providers. The AAA regularly examines its business acumen to evaluate the effectiveness of this agency's approach to rendering services. Self-evaluations are conducted periodically and adjustments are made when needed. Moreover, the AAA will explore new strategies to reach out to the fastest growing segment of the population, the baby boomers. Many baby boomers do not see themselves as elderly and, therefore, do not demand the typical services offered by the AAA. Many of them are not even aware of aging services.

The Area Agency on Aging will increase the number of older people who have access to an integrated array of health and social supports by continuing to refer them to the local clinics and hospitals when appropriate. The AAA will continue to strengthen rapport that the staff has developed with the local physicians and pharmacies. The AAA will seek other sources to provide more preventive health measures and educational seminars within the senior centers and the

community. The AAA will also continue to offer a caregiver's support group in Lee County and has explored implementing an evening support group. This will give caregivers another option.

In today's fast paced society, one must remain healthy and active to keep up. Everything is geared toward eating healthier and engaging in an active lifestyle to live longer and to live a fuller life. The Area Agency on Aging will seek opportunities to have the participants engage in activities to get them moving. There is a walking trail at the Russell County Senior Center, and the participants are encouraged to take advantage of this trail. They have formed walking teams that make use of the trail every day. The Center Manager or designees at the senior center leads the participants in daily recreation and exercise routines. Participants are encouraged to utilize exercise equipment available at the senior Centers. The AAA will seek out professionals to offer advice on fitness and how seniors can utilize household items to get healthy. The AAA is very proud of the fact that it employs Master Trainers for several Evidence Based Health Promotion Programs. These trained staff members are in the senior centers on a routine basis to lead the participants in programs that have been proven to improve their health and general well-being. The Area Agency on Aging invites the local extension office to present workshops covering an array of topics such as healthy eating habits, staying fit, and financial budgeting at the senior centers.

All of the home and community based programs, the Family Caregiver's program, and Alzheimer's disease program, in particular, support the effort to serve more families who care for their loved ones at home and in the community. Someone once said that people tend to live longer when they are at home and in familiar surroundings. It is the desire of the Area Agency on Aging to support these families with the mission of taking care of their love ones at home. Taking care of a love one at home with 24 hours a day care can be very expensive which could quickly deplete one's life savings. With the increase demand for in-home services it has become necessary for the AAA to seek funding to supplement this program from outside sources.

Helping the number of older adults who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation is a priority for the AAA. The AAA will have workshops on abuse, neglect and exploitation and invite professionals, seniors, volunteers and the general public. Many people may not recognize the signs of abuse or may not be aware of the many facets of exploitation. The Ombudsman will take the lead in this endeavor. The Ombudsman Representative is working very hard to ensure that senior's rights are protected and to prevent elder abuse, neglect and exploitation. The Ombudsman Representative will first train volunteers to recognize elder abuse in the long-term care facilities. There will be in-service trainings for the staff on pertinent topics and we will continue to report any incidents and suspicions to the Department of Human Resources, Adult Protective Services unit for investigation.

Volunteers will be utilized whenever possible. The AAA utilizes volunteers at the senior centers via the Retired Senior Volunteer Program (RSVP) and from the local Department of Human Resources (DHR) JOBS program. Volunteers assist with data entry of the center services log reports, developing activities, and works closely with the Nutrition Coordinator and center manager on outreach activities.

With the new Personal Choices program, clients have the opportunity to decide whom they want to employ to provide services for them. The Alabama Cares program also offers self-directed care to the caregiver and care recipient. The clients have an opportunity to select which agency they want to use and the time, day, and frequency of service. Under the Home and Community Based Services, clients have freedom of choice to select provider, worker, case manager, and frequency of service with the assistance of the Case Manager.

With limited funding the AAA has to be very creative and forge partnerships with unlikely partners to maintain and increase services. The AAA will continue to seek other revenue sources.

Challenges and Advantages

The AAA is faced with many challenges and some barriers to overcome. Some barriers are the result of insufficient funding. With the annual decrease in federal funds, more than likely, the AAA will not be able shift funds to serve these populations. Over the past decade, the AAA has only had funding to serve 4% of the eligible population. The AAA is aware that not every eligible individual needs or wants services. On the other hand, many seniors who do demand services, are forced to be placed on waiting lists, particularly for the Alabama Cares Program and the home-delivered meals program. Depending upon the program, it may take months or even years before services can be provided. Unfortunately, in some instances, the elderly person either dies or the family is forced into making the difficult decision to place their loved-one in a long-term care facility before they can receive services.

The AAA will increase its outreach efforts to connect with more individuals in promoting awareness of the AAA, to provide information about the services available, eligibility criteria, and explain how this agency supports the goals of the State Unit on Aging (ADSS) and the Administration for Community Living (ACL). Another goal of the AAA is to, whenever possible, create more flexibility to serve persons with disabilities of all ages, family caregivers, and the elderly population.

As always the AAA will continue to advocate for laws that will improve the quality of life for seniors, and individuals with disabilities and partner and seek partnerships with non-traditional agencies in an effort to become more efficient in providing quality services to the rapidly growing senior population. The AAA will work closely with the Department of Rehabilitation and any other entity to identify and refer individuals with disabilities for assistance.

The idea that frail elders are at risk of institutionalization is a priority for the AAA. Seniors have some concerns about being able to continue driving. This is a critical subject matter because the loss of the driver's license and driving privileges may mean the loss of independence for many seniors.

In addition to this Auburn, AL is becoming one of the fastest growing metropolitan statistical area in the state. According to AL.COM 2017 edition of the best places to retire in Alabama, Auburn (Lee County) is listed as Number 6. Some of the factors were the strong economy, low-crime rates and warm climate.

As the population grows older, more seniors will likely need assistance. The cost to provide this assistance will also grow. Just because the elderly population grows, does not mean that the funding grows along with it. In fact, the funding levels are steadily decreasing. With this in mind the AAA is exploring other avenues to assist with the ever-increasing needs for services. In response to this, the AAA recently added a private pay component to its services. If a person has the means to pay for a personal assistant, he/she can purchase that service through the AAA. In addition to the personal assistant, clients may also purchase case management services. The Case Manager can help the individual determine what services are needed, coordinate with the direct service provider, and help resolve any problems that may arise in the process. The AAA has developed and maintains many connections to different groups and community organizations that offer private pay services.

Partnerships have been developed with adult protective services, the faith-based community, veterans groups, law-enforcement agencies, universities, nursing homes, hospitals, and rehabilitation centers. Representatives participate with one of the many advisory councils within the AAA. The Area Agency on Aging has developed a long-range comprehensive emergency plan and procedures for responding to emergencies. The Case Managers discuss emergency planning with each client, and or caregiver. This plan is incorporated into a database of all clients' information and is maintained by the Disaster Coordinator. Special attention is given to the most vulnerable at-risk clients. For example, clients on oxygen support would need their power turned back on first in the event of a widespread power outage. The high risk client information list is updated every six months, the remaining list of clients is updated annually. The clients are given quick county specific emergency contacts for their personal use. Included in this comprehensive plan is a communication system for the staff, and staff responsibilities are identified. The AAA maintains up to date emergency contact information for staff, providers, and county emergency management personnel. The Disaster Coordinator participates in local emergency planning meetings, and is on the email distribution list to receive notification emails from the Emergency Management Agency. The Senior Center Managers maintain a list of congregate clients and their emergency contacts numbers.

The Long-Term Care System (LTC) has been thought of by many as a place for the frail elderly to go when family is no longer able to care for their loved-ones at home. With 10,000 boomers turning 65 every day until the year 2030, changes must be made to the traditional system of LTC or the system will go bankrupt; the traditional system of long term care is too expensive. With the number of older adults and people with disabilities living longer, the shortage of affordable housing, including Section 8 rental assistance, poses a real challenge in identifying other housing options for them. There has been very little growth in the number of additional long-term care beds in the region. In an effort to address this problem, alternatives to institutional care must be established. Although these alternative residences would allow the older person to remain in the community, it is critical that these alternative housing options be affordable. The AAA will collaborate in community development projects, whenever possible, to weigh-in on the dynamics of LTC in the community. The AAA will, as opportunities arise, consult with other local public and private agencies and organizations responsible for administering programs and benefits related to LTC.

Cultural Diversity is one area that the AAA will continue to focus on. With the influx of overseas car manufacturers, and suppliers such as Kia and Hyundai, the cultural barriers are hindering our ability to provide services to some newcomers. The percentage of races, other than Hispanic, White or Black, grew by over 100% from the 2000 Census to the 2010 Census in the region. The AAA will seek opportunities to train the staff regarding common customs and practices so the staff will not be seen as being disrespectful when assessing the individuals. Another area of diversity that must be addressed is the senior whose sexual orientation may be different from traditions. Gay, lesbian, bisexual, and transgender seniors may not seek services fearing that the AAA may have some biases to their sexual orientation.

As a means to address the growing language barrier, the AAA will consider working with the international student organizations at Auburn University where student volunteers may assist when needed. The AAA can partner with the Language department to encourage professors to give extra credit for volunteering. Students of the Language Department can be very instrumental in reaching out to the non-English speaking community. The AAA can set unconventional appointments (based on student availability), to include weekends, for those who need assistance.

The AAA will proactively seek solutions to problems and plan for the future needs of long-term care clients. The AAA will focus on educating staff, identifying potential changes needed in legislation, review federal regulations and guidelines on eliminating barriers to services, and enhance communications between agencies that serve seniors and their families.

The AAA has contracts with several home health agencies and other social services agencies providing long-term community based services. The AAA Director and the Lead Case Manager are involved with the local Care Network. The Care Network of East Alabama is now administered by Viva Health Inc. The Care Network of Alabama's Health Home goal is to help Medicaid recipients with certain chronic conditions stay as healthy as possible. A team of nurses, physicians, pharmacist, and the care coordinator work together to improve Medicaid recipients' quality of health. The AAA is part of a confidential and secure portal for exchanging referrals and sharing certain patient information.

In an effort to effectively prepare for the change of the Home and Community Based Medicaid waiver program, moving from a social model to a medical model, the AAA is conducting risk assessments and developing strategies to position the agency to partner and contract with managed care organizations. The AAA is seeking accreditation from the National Committee for Quality Assurance (NCQA) for Case Management for Long Term Services and Support (LTSS). NCQA is a nonprofit review organization that provides accreditation within the healthcare industry. Healthcare agencies are considered to be preferred agencies by the Centers for Medicare and Medicaid (CMS) when they are accredited. The NCQA provides a grading system of organizations that seek accreditation. The accreditation is a comprehensive, evidence-based accreditation program dedicated to quality improvement that can be used for case management programs in provider, payer or community-based organizations.

The AAA holds a certificate from Medicaid to collaborate with the Regional Care Organizations (RCO) and the Integrated Care (ICN) that covers the planning and service area. As a collaborator, the AAA can enter into a contract with the RCO and ICN to provide case management services. While this AAA was anticipating entering into a contract with the RCO and ICN, Medicaid recently announced that it has decided to explore other options and will not move forward with the RCO's. The AAA will continue to work with Medicaid and the Managed Care providers to provide the best quality of care to Medicaid recipients within the region.

As the baby boomer generation continues to grow older, they expect and will demand different types of services to meet their needs. With this comes a chance for the AAA to explore various options that would enable the AAA to become more consumer friendly by "thinking outside of the box" to provide services desired. The AAA will conduct analyses and make recommendations with respect to strategies for modifying the local system of long-term community based care. The AAA will continue to serve on boards and committees that enhance this goal. Staff from the AAA serve on the Elder Justice Coalition, host annual Legal Caregivers Training, Ombudsman Training, and the Carnival of Health Resource Fair, which are all activities that target individuals seeking information regarding long-term care, or activities that advocate for individuals requiring long-term care assistance. These events give the AAA an opportunity to become more visible to the community.

It is important that the AAA becomes proactive and emphasize preventive measures and early interventions before the individuals reach the point that they can no longer remain independent within the community. The AAA strives to target services to older individuals at risk for institutional placement to permit such individuals to remain in home and community-based settings. One way of doing this is to provide homemaker services, chore, minor home modifications and home assessments.

The AAA will collaborate with the local Mental Health Center. A Counselor from the Mental Health Center provided in-service trainings to the AAA staff that gave them new insights into dealing with difficult clients or clients who may exhibit behavioral changes in their mental state, mood or perception. The Counselor will also provide guidance in regards to the best course of action that the Case Manager can take, and identify when a referral is appropriate.

The AAA will seek opportunities to serve on the local Mental Health Advisory Councils, and invite the local mental health authority to serve on the AAA Advisory Council as well. The AAA will attempt to incorporate a session on mental health during one of its local conferences.

Service Delivery Plan and Goals, Objectives, Strategies, and Outcomes

Goal 1.0: Older adults, individuals with disabilities, and their caregivers shall have access to reliable information, helping them to make informed decisions regarding long-term supports and services.

Objective 1:1 Provide accurate and easily accessible information for all persons seeking long-term care services and support.

Strategies:

- Explore developing partnerships with other organizations.
- Enter into formal agreements with stakeholders.
- Maintain at least three AIRS Certified staff members.
- Increase outreach and marketing efforts.
- Continuously improve quality of ADRC services.
- Maintain membership with the Alliance of Information & Referral System.
- Update and distribute information in the Rainbow Book resource directory.
- Update and distribute The Guide, an at a glance resource directory.
- Implement a campaign that will increase the AAA's visibility within the PSA.
- Publicize all planned activities and services through local media.
- Continue to partner with local Faith-Based organizations within the PSA.

Outcomes:

- Maintain membership with the Alliance of Information & Referral System.
- Increase the staff's knowledge and competency level regarding all aging programs and services.
- Ensure that current and accurate information is available and disseminated.
- Increase awareness of the AAA.

Goal 2.0 Empower older adults and individuals with disabilities to remain in the least restrictive environment with a high quality of life through the provision of options counseling, home and community-based services, and supports for family caregivers.

Objective 2.1 The AAA will strive to empower older adults, and individuals with disabilities and caregivers by educating them and encourage them to make appropriate choices when seeking assistance.

Strategies:

- Collaborate with interested organizations to develop and deliver caregiver training sessions.
- Conduct ongoing outreach with local hospital social workers, discharge planners, and others to enhance the awareness of available services.
- Increase the number of individuals receiving Home and Community Based Services by keeping assigned slots filled.
- Conduct option counseling sessions, assist with completing and submitting applications, make referrals as appropriate, arrange for services as needed, and conduct periodical follow-ups.
- Seek partnerships with community groups that we can train to conduct Medicare comparisons.
- Encourage private pay for the Family Caregiver and Title-III B Homemaker program clients and those on the waiting list for services.
- Continue to facilitate monthly Alzheimer's Support groups.
- Assist individuals and supportive service personnel in locating, arranging for, and coordinating services for persons with Alzheimer's and others organic brain disorders.
- At least two staff members will become DETA Trainers.
- Provide training to staff of long-term care facilities, case managers/social workers, students and others regarding age and cultural sensitivities in dementia, ageism, and individuals with disabilities.
- Identify areas that are un-served and under-served by the Medicaid Waiver Program in an effort to locate clients who are at risk and high priority.

Outcomes:

- Increase the person's ability to make informed and the best decisions for their situation.
- Provide potential cost saving to the consumer.
- Increase the amount of information and training available to family caregivers.

Goal 3.0 Empower older adults to stay active and healthy through Older Americans Act services, Medicare prevention benefits, recreation, job, and volunteer opportunities.

Objective 3.1 Provide nutritionally balanced meals to qualified homebound elderly to help recipient sustain independent living in a safe environment.

Strategies:

- Seek avenues to increase the sponsorships and community donations for those receiving meals.
- Distribute educational materials to the home delivered meals clients.
- Partner and work with existing providers and volunteer organizations to ensure accessibility of services to older persons.

Outcomes:

- Increase the number of individuals receiving home delivered meals.
- Increase the awareness of the home delivered clients on the benefits of eating nutritious foods.

Objective 3.2 Manage community senior center facilities where persons 60 years of age and older can come together to receive services, partake in activities that will enhance their quality of life, support their independence, and encourage their continued involvement in the community.

- Develop opportunities to increase overall participation at the Senior Centers.
- Increase participation from the baby boomers by engaging in activities that are of interest to them.

Strategies:

- Partner with local governments to locate larger facilities to house the smaller senior center(s); build new senior centers when possible.
- Provide monthly in-service training to center managers, and refresher training to volunteers.
- Utilize the community senior centers as focused venues for evidence based disease prevention workshops, i.e. Matter of Balance, Chronic Disease Self-Management, etc. and publicize the workshops through the local media.
- Recruit members for, and brainstorm with each senior center site council to revitalize an array of activities within the center.
- Promote a venture between municipal parks and recreation departments and the senior center site council to create an exchange of fresh ideas for activities.

Outcomes:

- Opportunities will expand and improve for older adults to meet their nutritional, educational, and socialization needs by examining the need to enhance the senior centers.
- Partnerships and strategies will dramatically increase the overall participation level of each senior center facility.

Objective 3.3 Provide programs and services designed to maintain or improve the health and wellness of older persons, including health screenings, and other health-related activities.

Strategies:

- Continue to partner with Auburn University School of Pharmacy to conduct health screenings in the Senior Centers.
- Conduct a Matter of Balance, Stress-Busters Program for Family Caregivers, and Tai Chi for Arthritis and Falls Prevention classes at the Senior Centers, and other designated facilities that cater to seniors.

Outcomes:

- Increase activity and improve the health of the older population.

Objective 3.4 Advocate and participate in efforts to develop transportation opportunities designed to provide coordinated and accessible transportation to the older population.

Strategies:

- Continue to serve on the Coordinated Transportation Advisory Council.
- Apply for the purchased transportation grant from Alabama Department of Transportation.
- As funding is available pay for trips to medical appointments.

Outcomes:

- Improve transportation opportunities for the transportation disadvantaged.
- Provide more trips for those who are transportation disadvantaged.

Objective 3.5 Increase Medicare beneficiaries awareness of available preventive services, including mental health services.

Strategies:

- Enhance SHIP efforts to reach and assist individuals potentially eligible for low-income subsidies and those in highly rural and hard to reach areas.
- Provide community counseling sites and community resource centers in Lee and Russell areas.
- The Area Agency on Aging will recruit and train volunteer benefit counselors.

- Reproduce and make available large banner displays, health insurance fact sheets, extra help materials, display holders, and other marketing materials and have these available within the PSA.

Outcomes:

- Increase the number of beneficiaries, partnerships, education session, and volunteer trainings through outreach and high quality marketing materials.

Objective 3.6 Provide assistance such as heavy housework, yard work, or sidewalk maintenance for an older person.

Strategies:

- Continue to partner with Rebuilding Together.
- Partner with the Faith-Based Community to assist with home repair.

Outcomes:

- Repair and improve the older person environment.

Objective 3.6 Develop a comprehensive emergency plan.

Strategies:

- Develop a database of vulnerable and at risk clients who would be affected by a disaster.
- Collaborate with the Council of Governments to update and maintain the Continuity of Operations Plan (COOP).

Outcomes:

- Improve the vulnerable older population risk of not being prepared for a disaster.

Objective 3.7 Create employment and training opportunities for the older workers by expanding the number of host agency worksites to address the needs of unsubsidized employment.

Strategies:

- The Area Agency on Aging will seek to employ older staff persons.
- Coordinate employment opportunities for retirees through job development activities and employer contacts.
- Strengthen the partnership with Workforce Development organizations and local career centers.

Outcomes:

- Increase employment for the seniors who may be seeking to re-enter into the workforce.

Objective 3.8 Monitor, evaluate, and comment on legislation, and policies regarding the older population.

Strategies:

- Advocate for Federal, State, and Local efforts on issues affecting the older population.
- Expand advocacy efforts with local groups to build more grassroots coalitions.

Outcomes:

- Increase the number of individuals who advocate on behalf of senior issues.

Objective 3.9 Improve access to prescription drugs.

Strategies:

- Expand outreach opportunities, especially in the rural areas.
- Increase awareness of the SenioRx program.

Outcomes:

- Increase the number of individuals receiving the service.

Goal 4.0 Enable more Alabamians to live with dignity by promoting elder rights and reducing the incidence of abuse, neglect, and exploitation.

Objective 4.1 Provide education and advocacy regarding the rights of residents of long-term care facilities.

Strategies:

- Encourage the development of residents and family councils.
- Assist individuals with assessing their long-term care options.
- Host community education events.
- Develop partnerships with the faith-based community and host community education events and distribute information to those in the community.

Outcomes:

- Residents and family councils established or maintained.

Objective 4.2 Provide more legal education in the community.

Strategies:

- Partner with other groups that serves seniors.
- Partner more with the faith-based community.

Outcomes:

- Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation.

Goal 5.0 Promote proactive, progressive management and accountability of state Unit on Aging and its contract agencies.

Objective 5.1 Reduce complexities and increase proficiency in the monthly/quarterly reporting system.

Strategies:

- Provide comprehensive computer skills/professional development training and oversight to senior center staff and volunteers; continuous discussion/training on service definitions.

Outcomes:

- More accountability in reconciling service unit data to the practitioner of those services.

OLDER AMERICANS ACT OF 1965, AS AMENDED PROGRAMS

- **Alabama Cares: The National Family Caregivers Support Program**

Priority for the Alabama Cares program shall be given to caregivers who are older individuals with greatest social need, and older individuals with greatest economic need (with particular attention to low-income older individuals); to older persons providing care to individuals with severe disabilities, including adult children with severe disabilities; and for family care-givers who provide care for individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction. The State involved shall give priority to caregivers who provide care for older individuals with such disease or disorder.

The Alabama Cares program has partnered with Auburn United Methodist Church Refresh, Encourage, Activities, Care and Hope (AUMC REACH). AUMC REACH meets twice a week for four hours. Persons living with early to moderate memory issues are invited to participate. Participants must be able to interact socially and tend to their own bathroom needs. The cost is \$ 30 per visit. Some scholarships are available for eligible participants. Five Alabama Cares clients attend REACH twice a week.

Second Winds Dreams Virtual Dementia Tour (VDT) - The VDT is a ground breaking, evidence based, and scientifically proven method of building a greater understanding of dementia. The VDT is a patented sensory tool and instruction based research educational component used for training both caregivers and professional staff. During the VDT experience, trained facilitators guide the participant outfitted in devices that alter their senses while they try to complete simple, everyday task. The VDT enables both professional and caregivers to experience for themselves the physical and mental challenges those with dementia face and use the experience to provide better person centered care.

The Respite Education and Support Tools (REST) courses will prepare individuals to become REST Trainers and REST Companion support caregivers in their communities. The REST Train-the-Trainer course is offered as a 2-day, 8-hours-per-day option; while the Companion course is a 1-day program. Training topics include: confidentiality, understanding disabilities across the lifespan, planning and adapting activities and establishing a successful relationship with the caregiver and care recipient. The AAA has a Master Trainer on staff and trainings will be offered periodically.

- **Alabama Cares: Grandparents Raising Grandchildren add life span respite**

The Alabama Cares program has the Grandparent component in the services provided. The AAA networks with the local youth programs in the faith based community, Lee County Boy's and Girl's Club, Department of Human Recourses, Lee County Youth Development services and other youth specific programs that may services grandparents. Outreach is also done at health / wellness events and community speaking events to inform the community of the services. The AAA will follow the

cost sharing and sliding fee scale developed by the AL Department of Senior Services to assist grandparents with needed supplies for school and other activities.

- **Alzheimer's Education & Supportive Services**

The Alabama Cares Coordinator will provide an opportunity for support group meetings twice a month for Alzheimer's caregivers, professional staff or anyone who is in need of the supportive service. The Alabama Cares Coordinator will solicit opportunities to present education to the community regarding Alzheimer's disease and other forms of dementia.

The Area Agency on Aging will provide at least one major training session/workshop centered on dementia. In corporation with the Alzheimer's Foundation of America, the AAA will provide the community free baseline Memory Screenings. These screening will not only be conducted during the National Memory Screening month but throughout the year at various locations such as Senior Centers, Senior Housing Complexes, Park and Recreation facilities, and health and wellness fairs.

- **Advocacy**

The AAA will monitor, evaluate, and comment on legislation and policies regarding the older population whenever possible and will advocate for Federal, State, and local efforts on issues affecting the elderly. The AAA will address all proposed local, state, and federal legislation which affects older persons. The AAA will also make recommendations to Government Officials in the planning and service area. Whenever possible the AAA will collaborate with officials to meet the current and future needs of older individuals, including, but not limited to; health and human services, transportation, housing, long-term care, livable communities, workforce development, civic engagement, education, recreation, public safety and emergency preparedness. The AAA will also expand its advocacy efforts with local groups to build more grassroots coalitions, and maintain regular contact with local and state officials and legislators of the congressional delegation.

- **Case Management**

Case Management is utilized by the Home Delivered Meals (HDM) program and the Aging and Disability Resource Center (ADRC). Case management includes such practices as assessing needs, developing care plans, authorizing and coordinating services among providers, and providing follow-up and reassessment. The HDM Case Manager makes an initial visit to the applicant's home to conduct the assessment. An in-home re-assessment is performed annually. The Case Manager not only assesses the applicant for eligibility for the meals program, the applicant is assessed for other services and programs they might qualify for within the AAA and the community. The ADRC Team assesses callers for public and private benefits they may be eligible for. If needed, the ADRC Team member may conduct a home visit to complete the assessment.

- **Chore and Minor Home Modification**

Chore Maintenance refers to minor home modifications activities that are essential to an individual's health. Many of those tasks around the homes may be beyond the physical capacity of older people such as heavy housework and yard work. The AAA has been involved with Rebuilding Together for many years. This program pairs volunteers with elderly and individuals with disabilities whose homes are in need of repair. The AAA will work with the local agency that provides weatherization assistance within the region. This is a free program that is designed to

improve the energy efficiency of a home. It assists low-income families, primarily the elderly, individuals with disabilities, and families with children age 18 and under, to reduce energy costs.

- **Community Focal Points**

The AAA will maintain eight community focal points, and will work with other agencies to coordinate services available to benefit older persons and individuals with disabilities in an effort to expand the community focal points.

- **Emergency Preparedness**

The Area Agency on Aging has developed a long-range comprehensive emergency plan and procedures for responding to emergencies. This plan includes a database of all clients, and their contact information. Special attention is given to the most vulnerable at risk clients. The high risk client information list is updated every six months, the other list is updated annually. Also included in this plan is a communication system for the staff, and staff responsibilities are identified. The Senior Center Managers also maintain a database of primary and secondary contact for the senior participants. The AAA maintains up to date emergency contact information for staff, providers, and county emergency management personnel. The AAA is collaborating with the Council of Governments to update the Continuity of Operations Plan (COOP), and will update the agency's emergency preparedness plan annually. The Disaster Coordinator is a member of the local Volunteers Organizations Active in time of a Disaster (VOAD) team. The AAA's main purpose is to advocate for the special needs consideration for the senior population.

- **Evidence Based & Health Promotion**

Evidence Based programs are designed to help older adults prevent and/or manage chronic diseases and promote healthier lifestyles. Evidence-based programs can mitigate the negative impact of chronic disease and related injuries such as falls. The AAA will continue to provide the following Evidence Based Disease Prevention programs, such as Tai Chi for Arthritis and Falls Preventions, Program to Encourage Active Seniors Rewarding Lives for Seniors (PEARLS), Stress-Busters Program for Family Caregivers, A Matter of Balance and a new program RCI REACH has been implemented.

- **Home Delivered Meals**

This service is provided to eligible clients at their place of residence. All meals comply with dietary guidelines and must provide a minimum of one-third of the daily-recommended dietary allowance for older persons as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Science. The client must have at least one ADL or IADL Impairment. Individuals who are isolated and do not have access to public/private transportation can receive home delivered meals. The home delivered meals clients have an opportunity to make donations to the program. The Case Manger will leave the client several envelopes at the time of the home visits. Participants are not are obligated to make a donation, and services will not be denied because of the inability or unwillingness to donate. All home delivered meals donations will be used within the home delivered meals program.

- **Homemaker Service**

The AAA will contract with an approved service provider through Title III- B supportive services funding to provide homemaker services for the planning and service area. Homemaker services

provide assistance to older persons who have an inability to perform two or more activities of daily living (ADL's). These services consist of light housekeeping, laundry assistance, meal preparation and limited errand service such as going to the pharmacy or grocery store. An approved client and case manager will develop a care plan on the frequency a client will have services. Most care plans are either weekly or bi-weekly. By providing homemaker services, seniors are able to remain in the home longer to avoid institutional placement. This service also benefits the caregiver, spouse, family, and neighbor of the older adult by easing the physical, financial, and emotional burden caring for a loved one can create.

- **Information and Assistance**

AAA provides individuals with information and connects them to services, in the community, regardless of their age. Information and assistance may be provided via internet, in person, or phone. The AAA will also distribute updated information in the Rainbow Book resource directory, maintain its membership with the Alliance of Information & Referral System, and continue to maintain a minimum of three AIRS Certified staff members.

- **Legal Assistance**

The AAA has a contract with a local law firm to provide legal assistance. This has proven to be the most effective and cost efficient way of assisting clients in the region. An increase in the demand for the legal services has been noted over the past several years. It is anticipated that this number will continue to increase as outreach efforts are enhanced as the population grows older. Donations are encouraged for the legal assistance program. Participants are not are obligated to donate and services will not be denied because of the inability or unwillingness to do so. All legal assistance donations will be used within the legal assistance program.

- **Nutrition Counseling**

Nutrition Counseling is individualized guidance to individuals or their caregivers who are at nutritional risk because of poor health or nutrition history, dietary intake, chronic illnesses, or medication use. Counseling is provided one-on-one by a registered dietitian who discusses with the participant, options and methods for improving their nutritional health status. The AAA contracts with a Registered Dietician to provide this service.
Service.

- **Nutrition Education:**

The Area Agency on Aging provides nutrition education to congregate and homebound participants. Nutrition education materials compiled by ADSS are presented orally to the congregate participants on at least a weekly basis. Handouts are made available upon request. Homebound clients receive printed nutrition education materials during their re-determination home-visits.

- **Other Nutritional Options:**

The Area Agency on Aging will continue to participate in the State Farmers' Market Vouchers Program for seniors. The AAA also provides food to eligible seniors in need via the East Alabama Food Bank in Auburn, and Feeding the Valley, Food Bank in Columbus, Georgia. We will assist with the completion of the application and pick-up the monthly Brown Bag for clients who do not

have any other method of receiving the food. The AAA conducts outreach events, and assist clients with completing the application to receive Supplemental Nutrition Assistance (SNAP).

- **Outreach**

The AAA will increase outreach efforts to focus on individuals with the greatest economic and social need, low-income, low-income minority and older individuals who reside in rural areas. The AAA will make presentations to civic groups, faith-based organizations and others, and distribute brochures regarding the AAA and its services.

All planned activities and services will be publicized through local media. The staff will appear on a local radio show monthly to further inform the general public about aging services. The Council of Governments has developed a video, a new logo, and new brochures. The brochures will be distributed throughout the region in an effort to further inform more individuals about the agency. The AAA will provide information regarding programs and services via the agency's website, and publicize the toll free information and referral telephone line (1-800-AGE-LINE). The agency's website is also a valuable tool for marketing available programs, services, and upcoming events. The website is scheduled to be updated soon.

- **Senior Centers including Congregate Meals**

Currently, the Area Agency on Aging administers eight senior centers in the planning and service area. The centers are located in Hurtsboro, Beulah, Smiths Station, Phenix City, Russell County, Auburn, Opelika, and Loachapoka. Rural centers serving older persons are Hurtsboro, Smiths Station, Russell County, Beulah, and Loachapoka. The centers located in Auburn, Opelika, and Phenix City serve both urban and rural persons alike. The AAA entered into a contract with the Family Enrichment Center of Loachapoka during fiscal year 2016.

The senior centers are opened Monday-Friday from 9 AM – 1 PM local time. Smiths Station, Beulah, Russell County, and Phenix City are all in the Eastern Time Zone. The AAA provides the meals and the Enrichment Center provides everything else to manage and operate the Senior Center. Participants attending a senior center may be involved in activities such as exercise, recreation, arts and crafts, health promotion and health preventions, and they eat a hot nutritious meal. The meals meet one-third of the Dietary Reference Intake. The AAA will continue to investigate a new location for the Opelika Senior Center. Participants are encouraged but not coerced to donate. Participants are not are obligated to make a donation, and services will not be denied because of the inability or unwillingness to donate. All congregate donations will go back into the congregate meals program.

- **Transportation**

The focus of transportation services is to enable older persons to access and utilize the congregate nutrition services, volunteer or employment work site, medical appointments, and pharmacies. The Area Agency on Aging will enter into a contractual agreement with a service provider to provide transportation to senior centers and explore expanding this to include trips such as shopping and medical. The AAA will also work with other existing providers and volunteer groups to ensure accessibility of services to individuals with disabilities and older persons. As a way of

controlling costs, the AAA will investigate the use of vouchers through the Transit Authority to allow more clients to purchase transportation services.

- **Volunteers**

The Area Agency on Aging will continue to work closely with other groups to maximize the use of current volunteers and to enhance the volunteer force. The AAA is the clearinghouse for volunteer opportunities available within the planning and service area. The AAA will seek ways to strengthen the volunteer pool by developing and increasing its volunteer opportunities in diverse and rural areas. The AAA will publicize volunteer opportunities on the Agency's website, at speaking engagements, health fairs, senior centers, and other locations. The AAA will continue its partnership with the Retired Senior Volunteer Program (RSVP) to maximize the effectiveness of volunteers.

Title IV

- **Senior Medicare Patrol**

This program is designed to train retired professional to serve as volunteer experts in combating health care fraud, abuse and errors in their communities. This program provide Medicare beneficiaries with the necessary tools to become more educated about their health care expenditures under Medicare, and how to dispute discrepancies. Because of limited funding for this program, the state was divided into two regions for coverage.

Title V

- **Senior Community Service Employment Program (Workforce Development)**

The Area Agency on Aging participates in the Senior Community Service Employment Program (SCSEP). This program promotes part-time employment opportunities in community services activities for persons with low-income and who are fifty-five years of age or older. The participants receive a wage while engaged in skill enhancement or the acquisition of skills, employment counseling, and assistance in obtaining unsubsidized employment. There are currently eight individuals enrolled in this program. The workers are employed at non-profits or governmental agencies in positions such as office workers, data entry clerks, nutrition aides, and janitors.

Title VII

- **Ombudsman**

The Ombudsman program provides services to protect individuals residing within nursing homes and assisted living facilities. The Ombudsman will promote community involvement with long term care facilities and serve as a liaison between residents, residents' families, and the facility. The Area Agency on Aging will designate one certified ombudsman representative as the primary and maintain at least two certified Ombudsman on staff, with one assigned as the primary back-up.

The Ombudsman will make one visit per quarter (and as needed) to each nursing home in the planning and service area, and visit the assisted living facilities at least twice during the fiscal year. The Ombudsman Representative will provide services to advocate for quality care in long-term care facilities, and will receive and attempt to resolve complaints made by or on behalf of residents in long-term care facilities. The Ombudsman will encourage the development of residents and family councils and provide assistance as needed, and recruit and train volunteer staff for the Ombudsman program. The Ombudsman will also assist individuals with assessing their long-term care options, and coordinate with other social services agencies and participate in events that address elder rights.

- **Elder Abuse**

This program is designed to prevent fraud and abuse and it works in conjunction with the Ombudsman program.

- **Elder Rights Services**

This is the provision of legal advice, counseling, and representation by an attorney or other person acting under the supervision of an attorney to older persons. A major focus of legal assistance is to protect the autonomy and dignity of the older person. The legal program is a defense against guardianship, when necessary and financial exploitation

Title XVIII

- **State Health Insurance Program (SHIP) and the Medicare Improvements for Patients and Providers Act (MIPPA) Grants**

The State Health Insurance Assistance Program (SHIP) is intended to strengthen the capability to provide all Medicare eligible individuals information, counseling, and assistance on health insurance matters. The AAA will provide personalized counseling to individual Medicare beneficiaries. The AAA will conduct targeted community outreach to beneficiaries in public forums either under their sponsorship or with community-based partners or coalitions to increase understanding of Medicare program benefits.

The AAA will continue its partnership with Auburn University School of Pharmacy. The students will assist at the open enrollment events by conducting comparison of drugs plans. The MIPPA grant is to provide outreach and assistance to Medicare beneficiaries who may be eligible for low-income subsidy (LIS) or Medicare Savings Program (MSP). The SHIP Coordinator's focus is to increase the number

Title XIX Home and Community Based Waivers - All of the waivers offer a consumer-directed option, which will give individuals the opportunity to have greater involvement, control, and choice in identifying, accessing, and managing long-term services and community supports.

- **Elderly and Disabled Medicaid Waiver**

Home and Community Based Services (HCBS) is one of the most popular Medicaid options available. The Elderly and Disabled Medicaid Waiver program provides services to seniors and those with disabilities whose needs would otherwise qualify them for placement in a long-term care facility. The client must meet both financial and physical eligibility.

- HIV/AIDS (530)

The HIV/AIDS Waiver Program provides services to individuals, age 21 and over, who have been diagnosed with HIV/AIDS and related illnesses to live in the community who would otherwise require nursing facility care. Just like the Elderly and Disabled Waiver Program, the individual must meet financial eligibility which includes individuals who are receiving SSI or individuals using the institutional deeming process or 300% of the SSI income level.

- Alabama Community Transition (ACT)

This program is designed to provide services to individuals with disabilities or long term illnesses who live in a nursing facility and would like to transition to the community. Another group this waiver serves would be those individuals currently being served on one of the other HCBS waivers whose condition is such that their current waiver is not meeting their needs and admission to an institution would be imminent if the ACT waiver was not an option to meet their needs in the community. The individual must have been in a long-term care facility for at least 30 days.

- Technology Assisted (TA)

This waiver is for adults who are 21 years old and older with complex skilled medical conditions, who are ventilator dependent or who have tracheostomies, receive private duty nursing and meet the long-term care nursing facility level of care.

STATE GRANTS

- SenioRX Senior Prescription Drug Plan

The Senior Prescription Drug Plan will alleviate the need for senior citizens to make that crucial decision of choosing between buying groceries or buying prescription medications. The Area Agency on Aging continues to provide prescription drug assistance to those who qualify. The AAA has developed partnerships with local community service providers such as Department of Human Resources, Department of Public Health, the Department of Mental Health, the Medicaid Office, the Social Security Administration, the Alabama Primary Health Care Association, the Salvation Army, the local RSVP, churches, local physician's offices, and clinics. This program leveraged \$ 978,525 in prescription drugs costs in fiscal year 2016.

- Aging and Disability Resource Center (ADRC)

The ADRC serves as a highly visible and trusted "No Wrong Door" entryway where individuals of all incomes and ages can be served. The AAA, serving as the ADRC, will maximize resources to provide persons with disabilities, older individuals, their families, and the community at large with information assistance, referrals, benefits/options counseling, short-term case management, crisis support and follow-up to assist in making informed decisions regarding their long-term care planning, home and community-based services and healthcare. The Universal Intake form will be utilized for all intake screenings. The ADRC Team conducts follow-up telephone calls two-three weeks after the initial contact, and yearly.

An important aspect of the ADRC is to establish working agreements with advocate organizations from the disability community. While we have collaborated with many of these organizations in the past, the collaboration has been primarily to work out details for individual senior client

situations. At this time, we are focusing our efforts to develop a memoranda of understanding with disability advocacy groups and other organizations whose constituents may need information about long term care services and supports.

- **Dementia Friendly Communities**

The AAA received a mini grant for \$ 10, 000 from Central Alabama Aging Consortium through the Alabama Department of Senior Services to develop Dementia Friendly Communities. A Dementia Friendly Community is a place where people living with dementia are supported to live as independently as possible in an area where they are valued and respected. A dementia friendly community is one that is capable of seeing its shops, restaurants, markets, banks, etc. through the eyes of a person with dementia. In order for a dementia friendly community to succeed, the views of people affected by dementia and their caregivers, must be considered. The Coordinator of this grant will become a Dementia Care Specialist by attending the Crisis Prevention Training (CPI) for Dementia. She will become certified to train first responders, law enforcement officers, healthcare professionals, and others such as bank tellers, and restaurant servers how to recognize individuals with dementia and how to deal with any disruptive or emotionally distraught behaviors that they may exhibit. The AAA will partner with the Alzheimer's Foundation of America to provide free memory screenings, and the VDT throughout the community.

OTHER INITIATIVES:

- **Opelika Utilities Assistance**

The AAA has a contract with the City of Opelika to manage their Emergency Utilities Assistance program. This program is designed to help income eligible households (regardless of age) with utility payment assistance. The recipient must live within the City limits of Opelika. The program is administered through the Office of Housing and Community Development. This program has enhanced the AAA's ADRC by providing community awareness of the AAA to individuals who, otherwise, may not have contacted the AAA for assistance.

- **Lee-Russell Private Pay**

Lee-Russell Personal Assistance was designed to help individuals find the optimal level of personal assistance to meet ones needs and budget. Once the individual has selected the amount of assistance needed, the Care Coordinator will arrange services to begin. Services will be monitored by the Care Coordinator. A Personal Assistant employee of a direct service provider who holds a contract with the AAA, will provide the care/services. An invoice will be issued at the end of the month for services to be provided for the following month. The client chooses how much or how little of service they want. This is a stand-alone program and the AAA is paid directly by the participants who elect to use this service.

- **Non-Profit 501c3**

The Lee-Russell Aging Foundation may provide assistance to elderly individuals who cannot receive assistance from other financial sources. The Foundation has supplemented available resources for home delivered meals, utilities assistance, prescription assistance, and assisted in advocacy efforts for the elderly, and encouraged the development and provision of quality services to elderly citizens in Lee and Russell Counties.

- **Alabama Rural Coalition for the Homeless (ARCH) Permanent Supportive Housing (PSH) Program**

The AAA provide Case Management to 10 clients in Lee, Chambers and Tallapoosa Counties. The Continuum of Care Permanent Supportive Housing program provides housing and related supportive services for people moving from homelessness to independent, supportive living. Eligible participants must be low income, homeless and have a documented disability. Program funds help the homeless person live in a stable residence, increase their skills and their income, and gain control over the decisions that affect their lives. ARCH received a grant from the Department of Housing and Urban Development to administer this grant. ARCH reimburses the AAA for the provision of Case Management. The clients in Chamber County and Tallapoosa County, initially resided in Lee County. ARCH region covers both of these counties.

- **Alabama Silver Haired Legislature (ASHL)**

The Alabama Silver-Haired Legislature is a volunteer legislature that parallels the Alabama House of Representatives. Members represent each of the 105 State House of Representative Districts. They are elected by other senior citizens from across the district they are represent. Elections are held every two year. The ASHL members work with their counterpart in the House of Representatives to get bills introduced and passed. The AAA has four ASHL members.

- **Veterans Directed Home and Community Based Services (VD-HCBS) Program**

This program serves veterans of all ages who are at risk of nursing home placement. It is person-centered and consumer directed. It aids veterans at risk of long-term care placement to continue to live at home. It is a partnership between Administration for Community Living and the Veterans Health Administration. The veterans and their caregivers have control over what type of service they receive, from whom they receive the services, and, when / how often they receive the services. This is an alternative to the traditional home care services and programs. The AAA recently completed the readiness assessment, and we are looking forward to assisting Veterans who enroll in this program.

Closing Statement

The AAA is determined to reach as many older adults and individuals with disabilities as possible to educate and inform them about the services and programs that are available. At the end of each fiscal year, the AAA carefully examines, its performance by comparing the number of units served during the past year to the prior year, re-evaluate the effectiveness and efficiency of programs and services, measure goals and expected outcomes, and reviews expenditure levels.

This plan will be used as a guide by the AAA to ensure that services are provided to those mandated by the Administration for Community Living, the Center for Medicare and Medicaid Services, ADSS, the local governments, and all other fund sources.

In fiscal year 2016 the ADRC screened 3,062 individuals for public and private benefits. At the end of July, fiscal year 2017 the ADRC had screened 3,625 individuals. We are spreading the word about the AAA. With all of the outreach efforts undertaken, there are still many older adults and individuals with disabilities that need assistance. The AAA realizes that it is only

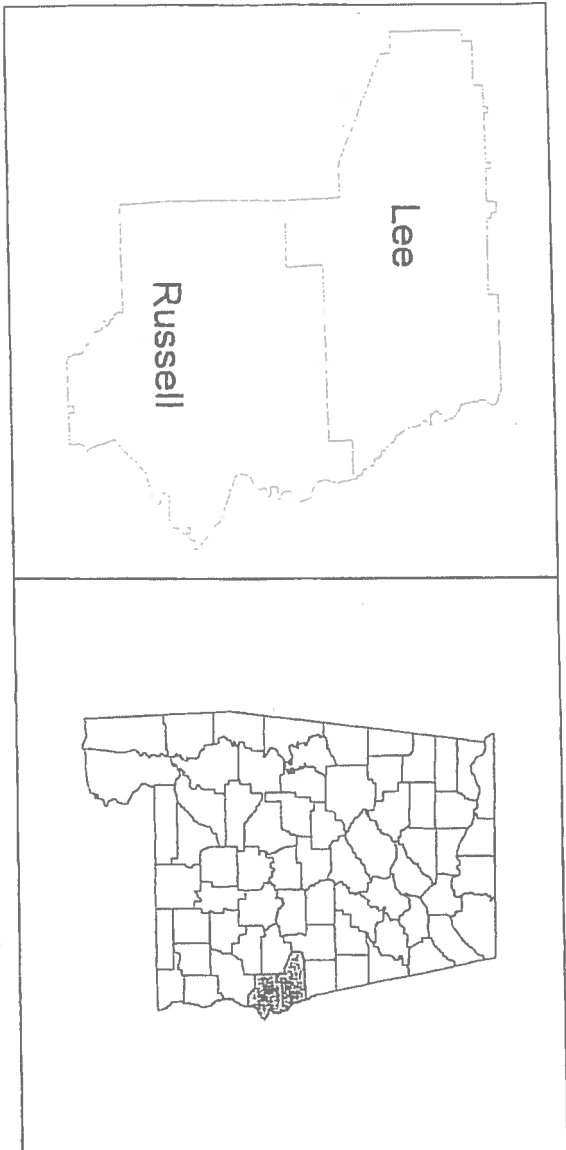
serving 4% of the eligible population in the PSA, and has specific strategies in place to increase this percentage.

The AAA staff is dedicated to increasing community awareness of the agency. We are also dedicated to the mission of helping older adults and individuals with disabilities to maintain their independence, improve their quality of life, and to live with dignity.

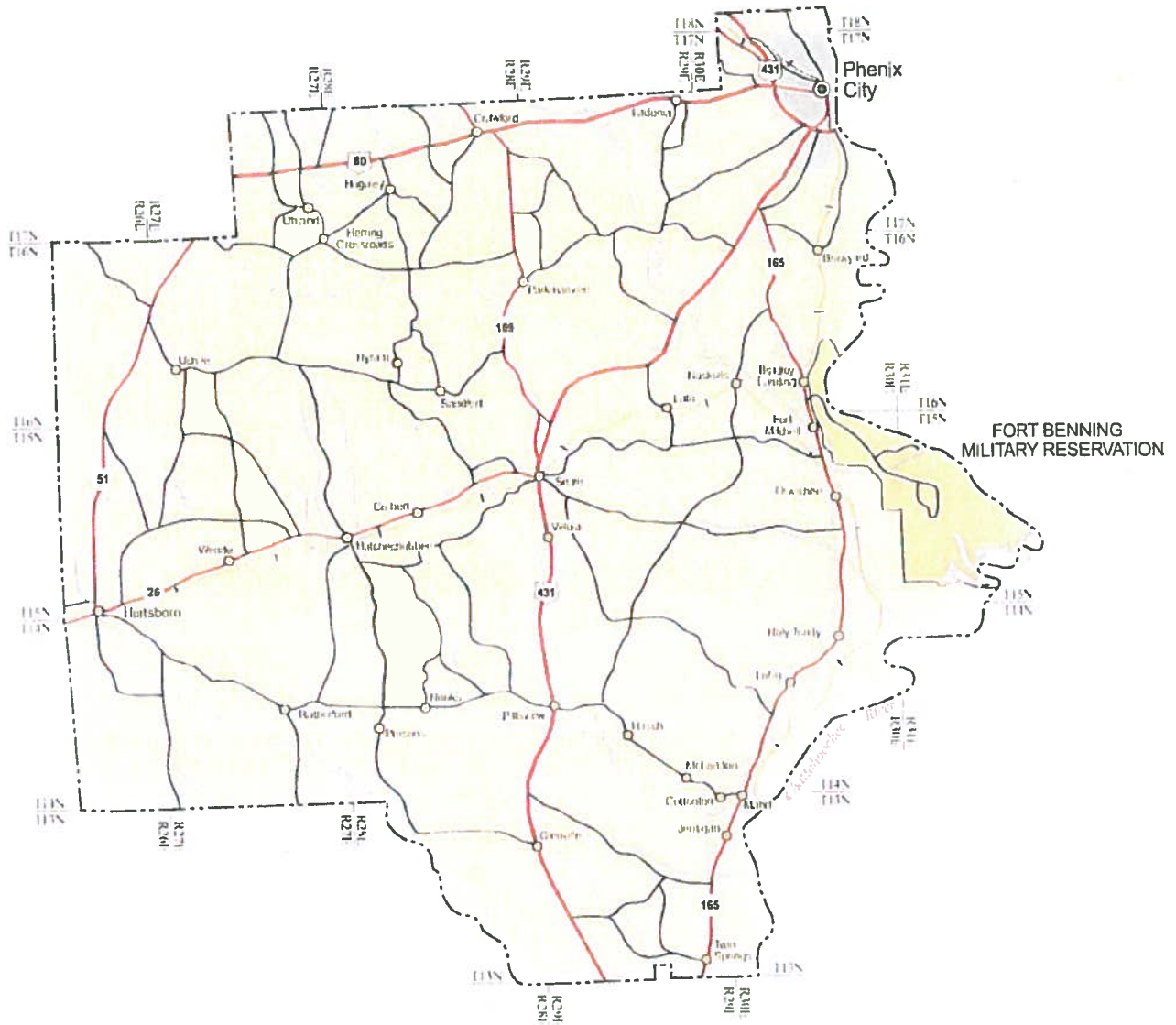
APPENDIX A

Demographics

Lee-Russell Council of Governments
(LRCOG)



RUSSELL COUNTY



Legend

- County seat
- City, town or village
- Primary highway
- Secondary highway
- Other principal roads
- Route marker: Interstate, U.S.; State

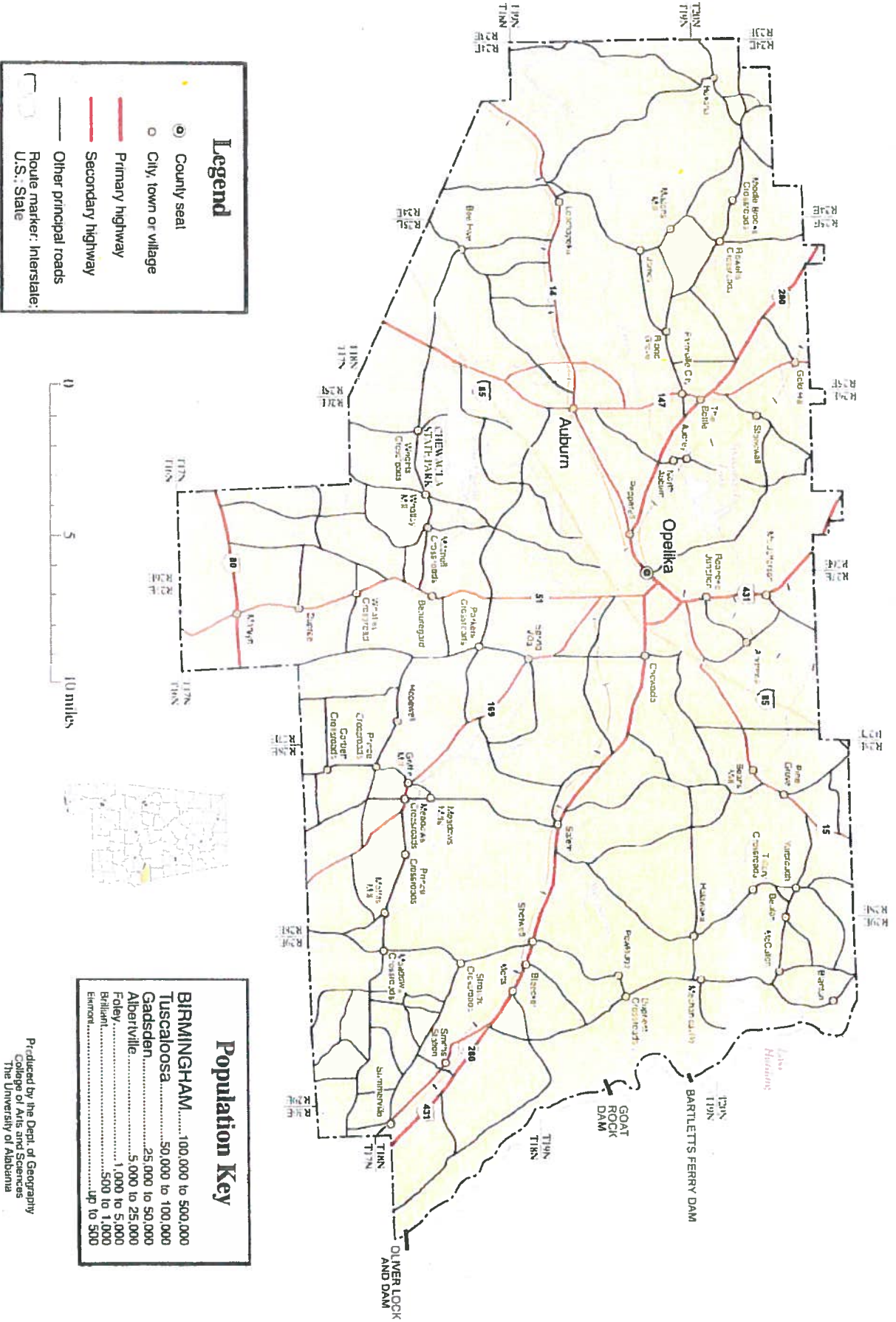


Produced by the Dept. of Geography
College of Arts and Sciences
The University of Alabama

Population Key

BIRMINGHAM	100,000 to 500,000
Tuscaloosa	50,000 to 100,000
Gadsden	25,000 to 50,000
Albertville	5,000 to 25,000
Foley	1,000 to 5,000
Brilliant	500 to 1,000
Elmwood	up to 500

LEE COUNTY



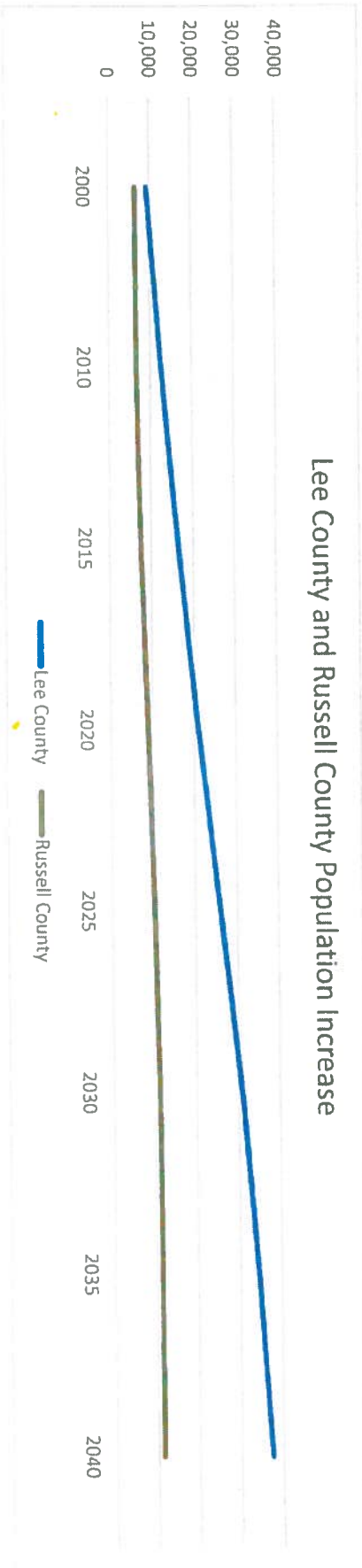
**Alabama County Population Aged 65 and Over
2000-2015 and Projections 2020-2040 (Middle Series)**

2017 series

	Census Data		April 1, 2015 Estimate	Projected Census Data					
	2000	2010		2020	2025	2030	2035	2040	
Lee County	9,337	12,716	16,615	21,095	26,082	30,877	34,500	37,539	
Russell County	6,541	6,720	7,576	8,959	10,124	11,062	11,348	11,416	
Alabama	579,798	657,792	763,724	851,496	970,464	1,067,854	1,114,008	1,144,172	

Projected Increase from 2010 to 2040	
Number	Percent
24,823	195.2%
4,696	69.9%
486,380	73.9%

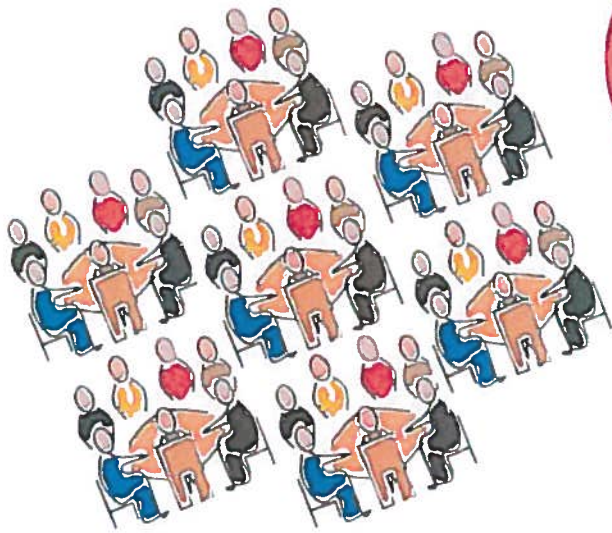
Lee County and Russell County Population Increase



APPENDIX B

DOCUMENTATION OF NEEDS

- Town Hall Meetings
- Plan Survey
- Coordinated Transportation
- Cost Sharing Table 2017



Town Hall Meeting

**Tell The Department of Senior Services
About your health, issues, and concerns**

Join us:

Tuesday, April 18, 2017 at 10:00 AM ET

Russell County Activity Center

540 Hwy 165

Ft. Mitchell, AL 36856

Call 1-800-243-5463 for more information

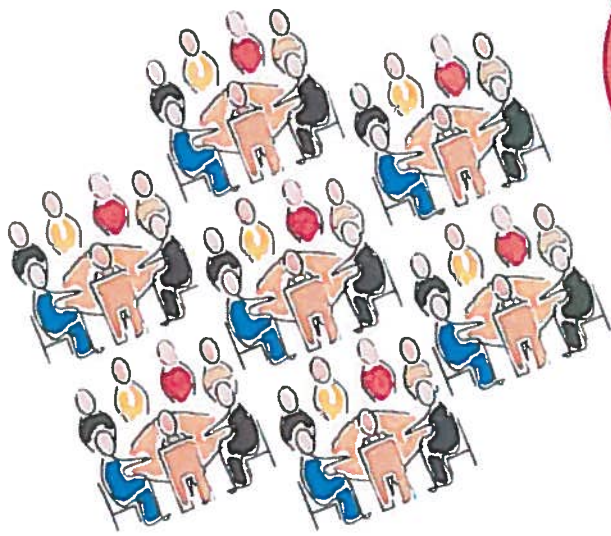
LRCOG-AAA TOWN HALL MEETING

Russell County Senior Center

RUSSELL COUNTY SENIOR CENTER, 10:00 A.M. EASTERN

Tuesday, April 18, 2017

Willie G Johnson	Annie Jones
Dorothy A. Gandy	Christine Toney
Cortrone Jones	Linda Mitchell
Lewis Bond	Connie Sneed
Irene Jones	Velma Jackson
Mary James	Betty Williams
Homer Mitchell	Shirley Togn
Lucille Tarver	Ac Hill
Louise Miller	John Dixon
Fessie Purpus	Lee Hampton
Fannie Steeter	Nancy Carter
Bernice Smith	Debra Person
Gloria Coppe	Shirley Smith
Albin P / Nung	Larry Thornton
Subette Willcom	Alice Johnson
Charlie M. Jones	Alice Johnson
Sarah McBride	
Tommy J. Hitt	
Joseph A. Williams	
Robert Miles	
Cludia Cox	
Johnnie Bridges	
Carolyn Pinkston	
Rosie Lockhart	



Town Hall Meeting

**Tell The Department of Senior Services
About your health, issues, and concerns**

Join us:

Wednesday, April 19, 2017 at 10:00 AM ET

Smiths Station Senior Center

3072 Lee Road 242

Smiths Station, AL 36877

**Call 334-297-9101 or 1-800-243-5463 for
more information**

**LEE-RUSSELL COUNCIL OF GOVERNMENTS
 AREA AGENCY ON AGING
 2018-2021 FOUR YEAR PLAN SURVEY QUESTIONS**

The Area Agency on Aging is responsible for the planning and implementation of a variety of services and programs to assist older adults and individuals with disabilities. The purpose of this survey is to identify needs of older adults and individuals with disabilities residing within Planning and Service Area (PSA) (Lee and Russell County, Alabama).

1. What are the top five (5) needs for Older Adults and individuals with disabilities within the PSA: Please mark in order of preference 1-5 with 1 being the greatest need.

Affordable Housing	Volunteer Opportunities	Meals / Nutrition	Transportation	
Emergency Response Systems	Personal Safety	Financial Management	Legal Assistance	
Home Health Care	Support for Caregivers	Home Modifications and Repair	Yard Maintenance	
Employment Opportunities	Utilities Assistance	Transportation	Health Insurance Counseling	
Mental Health/ Drugs & Alcohol	Recreational / Social Activities	Senior Centers	Personal Independence	
Nursing Facility	Assisted Living Facility	Wellness Programs	Other, please list	

If other, please explain

2. How available do you think the current programs are in the PSA?

	Always Available	Usually Available	Sometimes Available	Rarely Available	Not Available	Not Applicable
Affordable (subsidized) Housing						
Home Health Care						
Health Insurance						
Volunteer Opportunities						
Mental Health / Drugs & Alcohol						
Support For Caregivers						
Utilities Assistance						
Recreational / Social Activities						
Financial Management						
Employment Opportunities						
Home Modifications and Repairs						
Transportation						
Senior Centers						
Legal Assistance						
Maintenance of Yard						
Meals/ Nutrition						
Other, please list						

3. Do you know someone over the age of 60 or disabled who needs help to stay in their community or home? Yes No

If yes, please provide that person name and telephone number below.

Name _____

Telephone Number _____

4. Are you familiar with the services of the Area Agency on Aging?

Yes No

5. Are you a veteran?

Yes No

6. What is your gender? Male Female

7. What is your age?

100 or over 99-95 94-90 89-85 84-80

79-75 74-70 69-65 64-60 59 or under

8. What is your marital status?

Married Widowed Divorced / Separated

Single/Never Married

9. What type of housing do you currently reside in?

- Own Home
- With Family
- Senior/ Disabled Subsidized Housing
- Apartment
- Assisted Living Facility
- Nursing Home

10. Who do you live with?

_____ Spouse _____ Alone _____ Other(s) who _____

11. What is your ability to speak English?

_____ very well _____ less than well _____ not at all _____ decline to state

12. How do you identify yourself?

_____ American Indian / Native American

_____ Asian

_____ Black/ African American

_____ White, Non – Hispanic

_____ Hispanic

_____ Other, please list _____

12. Please tell us about any comments, concerns, or suggestions you may have.

Thanks for participating in this survey.

Lee-Russell Council of Governments'

Area Agency on Aging

2207 Gateway Drive

Opelika, AL 36801

334-749-5264 or 1-800-243-5463

Coordinated Transportation

One of the goals of the AAA is to improve access to transportation services for the older population by advocating and participating in efforts to develop transportation strategies designed to provide coordinated and accessible transportation to the older population via Coordinated Transportation. The AAA Director serves on the Coordinated Transportation Advisory Council (CTAC). Some of the other participating agencies are East Alabama Mental Health, Lee and Russell County Department of Human Resources, Alabama Department of Rehabilitation Services, Achievement Center-Easter Seals, and East Alabama Medical Center. The CTAC mission is to effectively provide more transportation options to more of the transportation disadvantaged citizens in Lee and Russell counties. According to a needs assessment that was conducted by the CTAC some of the transportation concerns/ barriers includes:

Problem:

- Transportation services not adequately meeting regional transportation needs.

Action Needed

- Increase days and hours of transportation services that are available to include services in the evening, weekend, early morning, inter-county, and holidays
- Increase the number/frequency of fixed routes
- Provide deviated and regular fixed routes and demand-response services in more parts of the rural areas of the region
- Add additional routes to major employers and 2-year and 4-year colleges in the region.

Barriers

- Increasing and/or expanding transportation services will require additional funding and resources.

Problem

- Elderly, individuals with disabilities, and low income individuals are unable to access and utilize various job training and education facilities, social service delivery agencies, rehabilitation centers, etc. and are unable to access or afford transportation.

Actions Needed

- Existing providers need to expand their services to areas that are in need of transportation
- Review feasibility of Section 5310 Elderly and Disabled Transportation, 5316 Job Access and Reverse Commute and 5317 Americans with Disabilities programs to support some of these transportation needs
- Implement Section 5310, 5316, and 5317 in un-served areas that are willing to participate anywhere providers can be established
- Support agencies who apply for purchased transportation, vehicles, and other capital purchases through Section 5310, 5316 and 5317 and other grant programs.

Barriers

- Limited number of buses prevents access to some individuals
- Lack of funds to expand the current amount of buses
- No willing providers to provide transportation
- Limited service area, days, and times

Table -1 updated 2017
Cost Sharing System for Older Americans Act Services
 (Based on 2017 DHHS Poverty Guidelines)

Percent of Federal Poverty Level	Gross Annual Income	Percent per \$100 Cost of Service	Cost/Fee per \$100 Cost of Service
101 - 133%	\$12,181 - \$16,040	5 %	\$ 5.00
134 - 150%	\$16,041 - \$18,090	10 %	\$ 10.00
151 - 200%	\$18,091 - \$24,120	15 %	\$ 15.00
201 - 250%	\$24,121 - \$30,150	20 %	\$ 20.00
251 - 300%	\$30,151 - \$36,180	40 %	\$ 40.00
300 - 400%	\$36,181 - \$48,240	60 %	\$ 60.00
400% - 499%	\$48,241 - \$60,179	80 %	\$ 80.00
500% and over	\$60,180 and over	100 %	\$ 100.00

Individuals who have an income at or below \$1,015.00 per month or \$12,180.00 gross annual income may not be asked to cost share; however, they may be provided an opportunity to voluntarily contribute to the cost of the service.

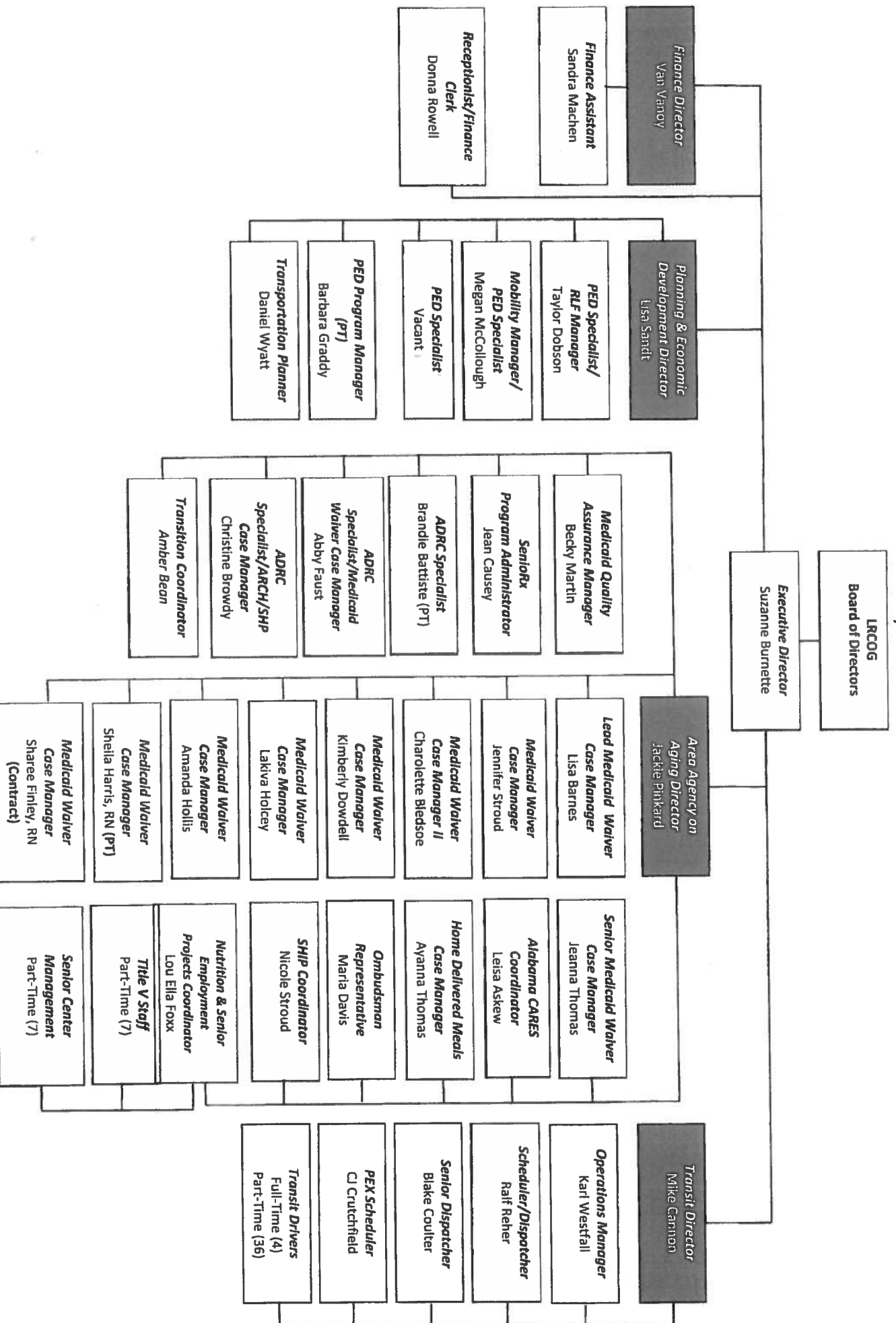
APPENDIX C

Administration

- Organization Chart
- AAA Advisory Council Form
- Emergency Preparedness Manual
- Public Hearing
- Agenda from July 11 AAA Advisory Council Meeting
- Agenda from August 2 LRCOG Board Meeting
- Donation Policy
- Grievance Procedure

Lee-Russell Council of Governments Organizational Chart

July 2017



LEE-RUSSELL COUNCIL OF GOVERNMENTS

AREA AGENCY ON AGING

DISASTER PREPAREDNESS PLAN



LEE-RUSSELL

COUNCIL OF GOVERNMENTS

Area Agency on Aging

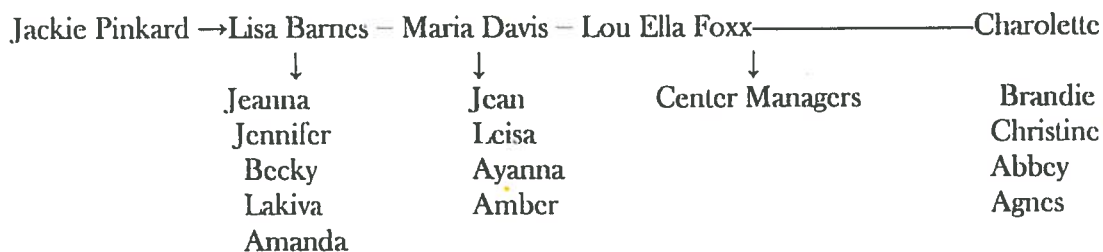
**Lee-Russell Council of Governments
Area Agency on Aging
Disaster Plan**

This plan to allow the Lee-Russell Council of Governments Area Agency on Aging (AAA) to continue to provide those who depends our services provided by our agency to receive the necessary services without interruption in the event of a disaster. This plan has been developed to prevent as much disruption as possible.

The AAA staff is responsible for preparing clients as much as possible in the event that there is advance warning of a pending disaster and to ensure that once an event as occurred we should work as quickly and effectively to ensure that clients are able to resume normal activities a soon as possible.

AAA Director in conjunction with the Executive Director will make the decision of when the plan is activated and staff will be instructed to perform all previously established tasks.

Area Agency on Aging Staff Phone Tree



When an event prevents staff from being able to come into the office the Aging Department has a phone list so that all Aging staff can receive necessary information in a timely manner.

Aging Director will call Lisa Barnes, Maria Davis, and Lou Ella Foxx, and Charolette. Those staff members will call the individuals they have been instructed to contact in the event of some type of disaster. Any additional information will be provided via the above phone list.

Individual staff members are asked to NOT contact other staff to provide information. Only those that have been selected by the Aging Director should give out information. This will prevent any confusion.

Update August 10, 2017

Aging Incident Command System

Incident Command Officer-Maria M. Davis

- Leads the response team by implementing the disaster plans
- Encourages teamwork and communications
- Stays in contact with VOAD and EMA on pertinent information
- Communicates with the information/referral officer regarding their information

Safety and Security Officer- Lou Ella Foxx

- Focuses on the safety of all people responding to the incident.

Information and Referral Officer- Charolette Bledsoe

- Inform respondents on community information and distributes messages on public matter to the group
- Work with incident command office on public information that is important to the seniors and the staff

Liaison Officer-Lisa Barnes

- Links to and supports external partners and organizations

Incident Command Teams

Communications Team:

This team should consist of 3-4 people and will be responsible for calling all clients to ensure that they are in a safe place or make arrangements for them to be in a safe place in the event that the disaster has been predicted and there is enough time to get individuals to adequate shelter. These individuals will also be responsible for calling clients after a disaster to ensure their safety. They will have to provide information to the proper authorities in the event that the client has a problem.

Phone Tree team:

These individuals are pre selected by the Aging Director and will call pre-assigned staff members to provide information on whether or not we are to report to the office or an alternate location if necessary. (see page 1)

Resource Management Team:

This team should consist of 2 people who will be responsible for the allocation of supplies and persons in the response to a disaster. These individuals will keep an inventory of what resources are available at the agency (food or other supplies). Records should be kept as resources are distributed to ensure an accurate inventory.

Logistics team:

This team should consist of 3-4 people and will be responsible for working out transportation for clients that will need to be relocated in the event of the disaster. They will be responsible for contacting the transportation provider in a timely manner with the need. They should be able to provide the provider with directions to the home and communicate back with the client to ensure that they know what time they will be transported and communicate to them the importance of being ready. Individuals on this team will also be responsible for coordinating arrangements if the clients' needs assistance preparing. Team members may have to go to homes if safe.

Floater:

This group should consist of two staff members who will work with all of the teams in any capacity needed.

Update August 10, 2017

Incident Command Teams

Instructions: Please review the teams listed and sign up for the team that you would like to work on. Please pick the team that you would be best suited for. Although you sign up for one team, everyone is expected to work on any team that needs help.

Communications Team

- Christine Browdy
- Brandie Battiste
- Amber Bean
- Ayanna Thomas
- Abbey Tipley
- Kim Dowdell

Resource Management Team

- Becky Martin
- Jeanna Thomas
- Lou Ella Foxx
- Leisa Askew

Logistics Team

- Lisa Barnes
- Amanda Hollis
- Lakiva Holcey

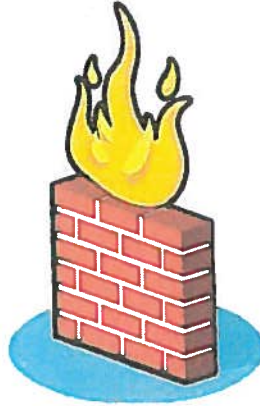
Floater

- Jennifer Stroud
- Jean Causey

***Staff will assist community shelters when needed as directed by the Executive Director/AAA Director**

Update August 10, 2017

Fire



There are three fire extinguishers in the building. There is one located on the Aging hall, the Finance hall, and the kitchen on the PED side of the building. There are signs indicating their locations on the halls. There is no sign in the kitchen but it is located on the wall in plain sight.

In the event that the building catches fire, everyone should **QUICKLY** proceed to the nearest exit. Everyone should meet across the street in the Justice Center parking lot across the driveway in the upper corner closest to the road.



Update August 10, 2017

Bad Weather



In the event of bad weather during office hours, everyone should move into the center of the building away from windows. Staff should meet in the hall outside of the bathrooms on PED side or inside the work room. If you are in the field you should seek shelter immediately. If you can safely return to the office you should do so ASAP. If you are far away from the office, you should stop at someplace close where you can SAFELY wait out the storm.

It is important that you **ALWAYS sign IN AND OUT** when you leave the office. If there is bad weather while you are out you should try to notify the office of your whereabouts. Please call when you **ARRIVE** at the location you will be during the storm and call when you **LEAVE** with an estimated time of arrival at the office.

REMEMBER THAT YOUR SAFETY IS WHAT IS MOST IMPORTANT AND YOU SHOULD DO WHATEVER YOU NEED TO DO TO MAKE SURE THAT YOU ARE SAFE.

Update August 10, 2017

Important Phone Numbers



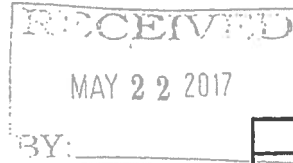
Suzanne Burnette	cell (334) 703-3160	
Jackie Pinkard	cell (334) 740-7045	home (334) 745-2869
Van Vanoy	cell (334) 750-2503	home (334) 745-2945
Lisa Sandt	cell (334) 740-2972	
Tawny Hampton	cell (334) 703-0063	

Lee County Sheriff	(334) 749-5651	
Opelika City Police Department	(334) 705-5200	Patrol Division
Auburn City Police Department	(334) 501-3150	Patrol Division
Russell County Sheriff Department	(334) 298-6535	
Phenix City Police Department	(334) 298-0611	
Poison Control	1-800-222-1222	
Emergency Management Agency	(334) 749-8161	

EMERGENCY CALLS 9-1-1

Update August 10, 2017

The Citizen of East Alabama



Invoice

P.O. Box 1267
 Phenix City, AL 36868
 Phone 334-664-0145
 Fax 334-664-0154

Date	Invoice #
5/18/2017	21088

Please send your payments to:
 The Citizen of East Alabama
 PO BOX 1267,
 Phenix City, AL 36868.
 Thank you.

Bill To:
 LEE RUSSELL COUNCIL OF GOVERNMENTS
 2207 Gateway Dr.
 Opelika, AL 36801

Due Date	Rep
5/18/2017	LS

PLEASE REFERENCE INVOICE NUMBER ON YOUR CHECK

Item	Description	Run Date	Word Count	Tier	Rate	Amount
Legal	PC8583 PLAN FOR AGENCY ON AGING	05/18/17	140	2	20.00	40.00

State of Alabama
 Russell County
 Before me, a notary public in and for the county and state above listed, personally appeared Meagan Thorne, who, by me duly sworn, deposes and says that:
 "My name is Meagan Thorne. I am the legal clerk of The Citizen of East Alabama.
 The Citizen of East Alabama published the attached legal notice(s) in the issue(s) of: dates listed above. The sum charged for publication was the amount listed above. The sum charged by The Citizen of East Alabama for said publication does not exceed the lowest classified rate paid by commercial customers for an advertisement of similar size and frequency in the same newspaper(s) in which the public notice(s) appeared.
 There are no agreements between The Citizen of East Alabama and the officer or attorney charged with the duty of placing the attached legal advertising notices whereby any advantage, gain or profit accrued to said officer or attorney."

Meagan Thorne
 AFFIANT
 Sworn and subscribed this 17th day of May, 2017.
Eugene F. Inghart
 Notary Public

Total	\$40.00
Payments/Credits	\$0.00
Balance Due	\$40.00

PC8583

PUBLIC HEARING NOTICE-

The Lee-Russell Council of Governments' Area Agency on Aging will hold a Public Hearing regarding the Area Plan on Thursday, June 22, 2017 at 10:00 AM (ET) at the Central Activities Center, 16500 14th Street, Phenix City, AL.

The Area Plan contains proposed programs for the elderly and individuals with disabilities in Lee and Russell Counties for the period of October 1, 2018-September 30, 2021. This hearing is held to give all interested persons an opportunity to review the proposed programs for the coming 3 years and to make recommendations for additions, deletions or modifications to the programs. Comments may also be mailed to LRCOG, 2207 Gateway Drive, Opelika, AL

36801. All responses must be received by noon, June 30, 2017 to be considered for inclusion in the Area Plan.
Phenix Citizen May 18, 2017
(5/18)

Senior Center: Central DAILY SIGN-IN AND ACCOUNTING PAGE

Date: 6-22-17

Time	Participant's Signature	Participant's Signature	Time	Participant's Signature
9:30	Jean Doe (Example)	Jean Doe	9:23	Jean Doe
9:34	John Doe (Example)	John Doe	9:28	Shirley Hollingsworth
9:40	Edward Pope	Edward Pope	9:28	Dorothy O. Ross
	Teresa Grace	Teresa Grace	9:26	Deanna Dwyer
	Ken Clark	Ken Clark	9:27	Deanna Dwyer
	Bob Woods	Bob Woods	9:28	Deanna Dwyer
	Alex Woods	Alex Woods	9:29	Deanna Dwyer
	Roger M. Lammie	Roger M. Lammie	9:30	Deanna Dwyer
	John Smith	John Smith	9:31	Deanna Dwyer
	Anna Mallett	Anna Mallett	9:32	Deanna Dwyer
9:00	Myrna Boyd	Myrna Boyd	9:33	Deanna Dwyer
9:10	Alan Lee	Alan Lee	9:34	Deanna Dwyer
9:16	Mary Jane	Mary Jane	9:35	Deanna Dwyer
9:19	Myrna Boyd	Myrna Boyd	9:36	Deanna Dwyer
9:26	Robert M. Lee	Robert M. Lee	9:37	Deanna Dwyer
9:28	Janet Taylor	Janet Taylor	9:38	Deanna Dwyer
	Wanda Taylor	Wanda Taylor	9:39	Deanna Dwyer
	Wanda Taylor	Wanda Taylor	9:40	Deanna Dwyer
8:20	Duffey Henry	Duffey Henry	9:41	Deanna Dwyer
	Robert Lee	Robert Lee	9:42	Deanna Dwyer
	Wanda Taylor	Wanda Taylor	9:43	Deanna Dwyer
	Kristen Clark	Kristen Clark	9:44	Deanna Dwyer
9:20	Wanda Taylor	Wanda Taylor	9:45	Deanna Dwyer
	Keith Lasker	Keith Lasker	9:46	Deanna Dwyer

T=Transportation A=Assisted Transportation Meals RECEIVED: _____ Meals SERVED: _____
 CONTRIBUTIONS: C-1 Meals: \$ _____ Transportation: \$ _____ Total: _____

Units of Service provided: _____
 Information & Assst: _____
 List activities below: _____
 Nutrition Counseling: _____ (#/u)
 Get signature sheet of participant who had one-on-one session w/ counselor.
 Contractor: _____
 Public Ed: _____ (# units)
 Topic: TRUG-AAA Public Hearing
 Presenter/Agency: JOCKE HILARD AAA DIRECTOR
 Presentation: _____ (# units)
 List Activities below: _____
 Outreach: _____ (# units)
 List activities below: _____

**AREA AGENCY ON AGING
ADVISORY COUNCIL MEETING
LRCOG CONFERENCE ROOM
LEE COUNTY**

**July 11, 2017
8:00 am
AGENDA**

CALL TO ORDER

**APPROVAL OF MINUTES (April 11, 2017)
Approval of Area Plan 2018-2021**

DIRECTOR'S REPORT Jackie Pinkard, Director, Area Agency on Aging

A. OLD BUSINESS

B. NEW BUSINESS

- | | |
|-----------------------------|--------------------|
| 1. Medicaid Waiver | Lisa Barnes |
| 2. Ombudsman | Maria Davis |
| 3. Nutrition & Senior Aides | Lou Ella Foxx |
| 4. Title III Outreach | Ayanna Thomas |
| 5. Family Caregivers | Leisa Askew |
| 6. SenioRx Program | Jean Causey |
| 7. SHIP | Nicole Stroud |
| 8. ADRC | Charolette Bledsoe |

C. OTHER NEW BUSINESS

D. ANNOUNCEMENTS, ETC.

ADJOURNMENT

-Next meeting October 10, 2017 at Lee-Russell Council of Governments' Conference room.



LEE-RUSSELL
COUNCIL OF GOVERNMENTS

AGENDA
LEE-RUSSELL COUNCIL OF GOVERNMENTS
BOARD MEETING
AUGUST 2, 2017
8:00 A.M. (CDT)
LRCOG BOARD ROOM

- **Call to Order**
- **Invocation**
- **Pledge of Allegiance**
- **Establish Quorum**
- **Review of Minutes**
 - May 11, 2017
- **Awards, Presentations and Guest Speakers**
- **Unfinished Business**
- **New Business**
 - Resolution 17-12, Local Unit Retirees and Beneficiaries of Deceased Retirees
 - Resolution 17-13, Authorization of Third Party Contracts
 - Consideration of LRCOG AAA Area Plan for Fiscal Years 2018-2021
 - Consideration of LRCOG Fiscal Year 2018 Revenue and Expense Budget
- **Reports of Officers, Committees, Executive Director, Departments**
 - Officers, Committees
 - Executive Director
 - Area Agency on Aging
 - Lee-Russell Aging Foundation

Commissioner Peggy Martin, Chair **Suzanne G. Burnette**, Executive Director

2207 Gateway Drive • Opelika, Alabama 36801-6834 • 334.749.5264 • Fax 334.749.6582 • www.lrcog.com

- Planning & Economic Development
- Transit
- Finance

- **Citizen's Communication**

- **Adjourn**

Policy Governing Management of Daily Donations

POLICY STATEMENT: It shall be the policy of the Lee-Russell Council of Governments to provide opportunities for the older individuals who participate in programs under Title III of the Older Americans Act of 1965, as amended, to make anonymous donations toward the cost of operating these programs.

RATIONAL: A policy governing donations is necessary to provide procedures to ensure proper management of donations; and to comply with regulations and policies of the Administration on Aging and the Alabama Department of Senior Services.

GENERAL PROCEDURE: The following shall be the procedure for managing donations:

1. All participants shall be given the opportunity to make a voluntary contribution to the cost of the service.
2. No person shall be denied any service because of the refusal of inability to make a donation.
3. The privacy and confidentiality of each individual is protected with respect to the client's contribution, the amount of the contribution, and if the client elected no to give a contribution.
4. All contributions are used to expand the service for which the contribution was given.
5. Older individuals receiving services shall be given daily opportunities to make donations on a voluntary basis. The suggested amount shall be \$1.00 for all clients.

PROCEDURE FOR CONGREGATE MEALS AND TRANSPORTATION:

1. Donations shall be anonymous and collected in a locked box. One box shall be placed in each senior center for meal donations and another shall be placed for transportation donations.
2. A savings account established for donations shall be maintained with a local bank.

3. Donations shall be counted and recorded daily by the Center Manager and Site Council President or another designated Center Volunteer.
4. Lock boxes shall be placed in a locked filing cabinet at the end of each day.
5. Deposits shall be made weekly. Appropriate instructions will be provided by LRCOG when adjustments to this policy are needed.
6. Donations are logged by the center manager into a register showing the amount by program.
7. Deposit slips shall be submitted weekly to LRCOG along with the weekly meal report. Deposit slips and meal reports are due by Tuesday of the following week.
8. Deposit slips are receipted into the cash receipt book for and are coded to the appropriate programs for entry into the computerized accounting system.
9. Bank statements are received from the bank by LRCOG Finance Department and are reconciled with the deposit slips.

A copy of this policy shall be given to each center manager.

PROCEDURE FOR HOME DELIVERED MEALS

1. Steps number 1-4 under general procedures will be followed.
2. The Outreach Worker will explain donation policy to each client during the initial assessment and during each re-determination visit.
3. The Outreach Coordinator will leave no less than 6 envelopes with the meal recipients. It is recommended that the client donate \$25.00 per month for the meals.

4. The client will then mail the donation to LRCOG monthly.
5. The Finance Department will log in the donation, make the bank deposit, and code the donation to the meal program.

PROCEDURE FOR AL CARES and HOMEMAKER SERVICES:

1. Steps number 1-4 under general procedure will be followed:
2. The AL CARES Coordinator will explain the cost sharing policy to each client during the initial assessment and during each re-determination visit.
3. The AL CARES Coordinator will leave no less than 6 envelopes with the client. It is recommended that each client donate based on the policy on a monthly basis.
4. Number 5 under procedure for the home delivered meals program will be followed.

June 12, 2017

SENIOR CENTER BANK DEPOSIT PROCEDURE

1. Complete bank deposit slip in duplicate.
2. Place the white copy in the deposit bag and retain the yellow copy for your files.
3. Once money and deposit slip have been placed in the deposit bag, remove the white strip to securely seal the deposit bag.
4. As a second security measure, staple the white strip from the deposit bag to the yellow copy of the deposit slip. This slip has the bag number typed on it. This is your deposit receipt.
5. The Auburn, Beulah, and Opelika Senior Centers will bring their deposits to the office as usual. If no one is at the front desk to receive your deposit, place it in the secured drop box outside of the finance assistant's office. You may put any paperwork on the receptionist's desk.
6. The Hurtsboro and Smiths Senior Centers will place their bagged deposit in the locked security bag as usual and give to their respective bus driver to deliver to the office.
7. The Central and Ft. Mitchell Senior Centers will continue to make their deposits as usual.

If there are any questions, please call the main office 334-749-5264.

LEE-RUSSELL COUNCIL OF
GOVERNMENTS
AREA AGENCY ON AGING

GRIEVANCE PROCEDURES FOR ELIGIBLE
CLIENTS RESIDING IN
LEE AND RUSSELL COUNTIES

A. GENERAL PROVISIONS

1. A grievance is defined as either:
 - (a) the statement of an eligible participant or volunteer that an agency, employee, supervisor, or official has improperly or prejudicially applied, or failed to apply, the rules, regulations, and/or procedures of the Lee-Russell Council of Governments Area Agency on Aging grievance policies and procedures.
 - (b) the protest of an eligible senior citizen that disciplinary action was taken against him/her by his/her Agency contact person that is felt to be improper.
2. All eligible individuals have the right to file a grievance with Lee-Russell Council of Governments Area Agency on Aging as forth in this policy and procedures guide.
3. The purpose of the Agency's grievance procedure is to permit eligible senior citizens equal access to those individuals who make management decisions and, to provide a uniform process for speedy investigation and resolution of all senior citizen complaints.

The Agency grievance procedures will not be used to resolve differences between/among seniors of like condition and/or disputes that may arise at senior centers, or focal points.

4. Seniors will not be penalized in any way for exercising their right under the agency's grievance procedures.
5. Senior appeals will be entered into the grievance process at step 2.
6. A grievance may be withdrawn by a senior at any step in the process without prejudice.
7. A senior citizen has the right to be represented by a person, or reasonable number of persons, of his/her own choosing at any step in the grievance process.
8. The provisions of the Agency's grievance procedures do not apply to any compensatory measures and/or financial status of any types.

B. GRIEVANCE PROCEDURES

1. Step 1.

- (a) Within five (5) working days after a senior citizen knows, or should have known, of an alleged violation or misapplication of an Agency rule, regulation or procedure, the senior will discuss the grievance with the Area Agency on Aging Director.
- (b) The Area Agency on Aging Director will provide the employee an answer within five (5) working days of this initial meeting.
- (c) A record is not required to be made of this discussion. However, if the Area Agency on Aging Director does make a written record, a copy of such record will be included in the seniors' file. The senior will also be provided a copy of the record.

2. Step 2.

- (a) Upon receipt of the Area Agency on Aging Director's decision, or non-response, or if the grievance is being made as an appeal, the
-

senior has the right to file a written petition to the Lee-Russell Council of Governments Executive Director. The senior will file his/her appeal in writing with the Executive Director within ten (10) calendars days from the date of the Area Agency on Aging decision or non-response if the appeal who entered into the grievance process at step 2.

Such appeal will be addressed to the Executive Director. The appeal will be in writing and sworn to by proper affidavit, RE: Notary with valid seal.

- (b) The written appeal will contain as a minimum the following information.
- (1) a statement of the rules, regulations or procedures that have been violated, or misapplied, with the dates and descriptions of such violation(s) or misapplication; or, the disciplinary action that is being appealed;
 - (2) the specific remedy and/or action which is being sought
 - (3) previous supervisory decisions, if any;
 - (4) a notice of appeal of those decisions;

- (5) a petition for a hearing by the Lee-Russell Council of Governments Board of Directors.
- (c) Upon the filing of such petition the chairman of the Board of Directors will fix a date within fifteen (15) days thereafter for the hearing of the petition. The chairman will give reasonable written notice of the time and place of such meeting to the senior, the Executive Director, Area Agency on Aging Director, and any other affected agency employee.
- (d) Upon the hearing of said appeal the board will receive all evidence in support of the disciplinary action or other alleged rule or procedure violation(s) and any evidence or other facts offered by such senior against such action and/or other action by the Executive Director.
- (e) The hearing will be informally conducted and governed by rules of practice and procedure adopted by the board, RE: Roberts Rules of Order. The board will not be bound by the technical rules of evidence. The board will hear the senior's appeal, gather pertinent documents, interview witnesses as necessary, and/or prepare a written statement of facts.

The senior, the Area Agency on Aging Director, the Executive Director and/or his/her-designated representative will each have the right to appear before the board with reasonable representation of their choice, when they so desire. The board may continue the hearing from time to time as may be deemed necessary, and/or is pursuant to the grievance.

- (f) At the conclusion of the hearing, the board will render a decision that either:
- (1) affirms the Area Agency on Aging Director and/or the Executive Director's action, if it is reasonably satisfied that the action taken was lawful, proper, and/or not too severe; or
 - (2) reverses the action of the Area Agency on Aging Director, and Executive Director, if it is reasonably satisfied that the action taken was not lawful or proper; or
 - (3) modifies the action taken and prescribes a lesser penalty or action, if the board is reasonably satisfied that the senior should be subject to some penalty or action, but the penalty or action was too severe. If the board's decision reduces the severity of the

action taken against the senior, the board may provide in its decision that the senior be reinstated with or without appropriate compensation.

- (g) The board's decisions become effective immediately upon filing of said decisions. The board's decisions become final seven (7) calendar days thereafter, unless reversed or modified by the board before becoming final.
- (h) The board may be represented by the Agency's attorney, or an attorney designated by the board. The board's attorney will perform such duties as the board may direct and/or require. Any compensation paid said attorney will be paid by the agency from the general fund.