

AREA IV AGENCY ON
AGING AND COMMUNITY
ACTION PLANS, INC.
AREA PLAN



2020-2021

Contents

| | |
|---|----|
| Section 1: Plan Overview | 2 |
| Executive Summary..... | 2 |
| Context..... | 3 |
| Goals and Objectives..... | 5 |
| Strategies | 5 |
| Outcomes and Performance Measures | 7 |
| Quality Management | 8 |
| Section 2: Logic Models | 9 |
| Priority One: Aging and Disability Resource Center Functions..... | 9 |
| Priority Two: Dementia Care and/or Caregiver Support | 11 |
| Priority Three: Social Determinants of Health (SDOHs)..... | 12 |
| Priority Four: Transportation | 12 |
| Section 3: Area IV Agency Aging Services Overview..... | 13 |
| Aging and Disability Resource Center | 13 |
| Family Caregiver Support Programs (TIII-E)..... | 13 |
| Options Counseling | 13 |
| Care Management | 14 |
| In-Home Services | 14 |
| Pre-Admission Screening | 14 |
| Legal Assistance | 14 |
| Ombudsman..... | 14 |
| Nutrition..... | 14 |
| Disease Prevention/Health Promotion Programs..... | 14 |

Section 1: Plan Overview

Executive Summary

Area IV Agency on Aging and Community Action Programs, Inc. (Area IV Agency) believes a strong, vibrant, prosperous community begins with each person living a purposeful, fulfilled life. We level the playing field to give opportunities to our most vulnerable neighbors. We inspire and instill confidence in the lives of those we serve. We believe that everyone deserves the chance to follow their dreams. The mission of Area IV is to inspire hope and spark positive change in the lives of those we serve. The Aging Services Department focuses on meeting the needs of frail, isolated, and vulnerable older citizens; and to address the challenges of the low-income individuals of all ages.

Area IV Agency is a private non-profit organization designated by the state of Indiana as the Area Agency on Aging for eight counties in west central Indiana. The geographic service area for older adults and persons with disabilities includes Benton, Carroll, Clinton, Fountain, Montgomery, Tippecanoe, Warren, and White Counties with populations over 338,000 and over 48,000 persons are over the age of 60.

Area IV Agency is also designated as the Community Action Agency for four counties within the same region encompassing Carroll, Clinton, Tippecanoe, and White counties.

This Area Plan covers a multi-year cycle beginning on July 1, 2019 and ending June 30, 2021. This plan continues into our three-year planning cycle, so our goals and service priorities remain the same as in the previous Area Plan. They are intended to best meet the needs of seniors and disabled adults in our region. The five service priorities for older and disabled adults in this cycle are:

- Access to Services
- Home and Community Based Services
- Affordable Housing
- Nutrition and Wellness
- Transportation

The Area Plan also outlines our goals toward meeting these priorities as well as responding to issues of the elder community. Highlights of the Area Plan include:

- Expanding outreach activities to provide resources for available services to individuals within our service area.
- Reviewing and revising regional Caregiver Support services to ensure that available resources better meet caregiver needs.

- Providing individuals in our service area with equitable access to social and physical supports to promote health.
- Researching the development of 5311 (volunteer) and/or Medicaid-funded transportation services in Rural Tippecanoe County.

Within these focus goals, Area IV Agency will continue to provide core services including nutrition programs, transportation, in-home services, and caregiver support.

As a Council on Accreditation (COA) accredited human-service agency, Area IV Agency consistently strives to improve its effectiveness as both a direct-service provider and a partner in the community. This is done using continuous quality improvement (CQI) methods, measuring service outcomes, relying on regular community needs and client satisfaction surveys, and participating in community networks. Our work includes planning and preparing for changing demographics and potential emergencies and natural disasters.

By doing these things, we hope to stay true to our mission. The Area Plan outlines our efforts to help disabled and older adults to remain independent within their communities for as long as possible while efficiently using available resources from governmental and nongovernmental sources.

Context

Area IV Agency serves nearly 20,000 disadvantaged people each year. Our Aging Department's Assessment and Transitions unit screens and enrolls over 800 applicants for in-home services each year. Last year approximately 800 people received long term care services through enrollment in programs such as the Medicaid Waiver and CHOICE (Community Home Options to Institutional Care for the Elderly) programs through our efforts and programs we administer.

In 2018, 523 people were served 42,798 meals through congregate meals sites that are funded through the Older American's Act at Senior Centers throughout our eight-county area. In rural areas, senior centers are an essential source of daily nutrition as food resources are scarce. These meal sites also provided 41,005 meals to 266 home-bound people.

In addition to providing funding to senior centers for congregate meals and transportation programs, we partner with them to do outreach to seniors. In addition, our Wellness Program provides health and wellness services to seniors at many of the senior centers.

Area IV Agency's Information and Referral Department provides assistance to approximately 30 people every day. Many of those contacts are people who are low income. We assess the income (and asset) level of these contacts to determine their possible eligibility for benefits including SNAP, Medicaid, Medicare Savings Program and Low-Income Subsidy, Energy Assistance programs and other benefits. We assist with applications for the Medicare Savings Program and Low-Income Subsidy. For other

programs, we inform the contact that they may be eligible, give them contact information and describe the process and the information they will need to complete the process.

Transportation is provided throughout the Area IV Agency region by senior centers and/or volunteer transportation programs. Currently, there are volunteer and/or Medicaid-funded transportation services in the counties of Benton, Carroll, Clinton, Fountain, Montgomery, Warren and White. Volunteer transportation was provided for residents of Tippecanoe County by the senior center located in Lafayette, however, this service is no longer offered. Transportation services are essential to a person's overall health, because they provide access to health care services, grocery shopping and prevent isolation.

Each year we assess the needs of the community to assist us with planning for services. The following is a list of assessment that we use to inform our planning process and some key findings from each assessment:

- Area IV Community Assessment Survey for Older Adults (2017): seniors felt like our region is a good place to live. They reported the need for increased resources for older adults as well as financial or legal planning services. Individuals reported that they felt less informed about available services.
- Community Needs Assessment (2018): individuals reported the top needs for our region include access to affordable and quality housing, access to affordable healthcare, utility payment assistance, and food/clothing assistance.
- Tippecanoe County Coordinated Human Services Transit Plan (2015-2020): service providers that traditionally provide transportation services to the elderly is limited. The Senior Center no longer has the transportation service.

Area IV Agency held a Public Hearing on the Area Plan on February 22, 2019. Information was given to the attendees about current issues and our plans to address them. Proposed goals for the area plan were presented and comment was encouraged. The group affirmed the goals that were presented. The availability of Title III funding was discussed, and blank proposals for funding were available.

This plan seeks to continue and strengthen Area IV Agency's efforts to provide access to healthcare and basic needs by providing transportation services throughout the region. Our nutrition programs will continue to work toward better nutrition for seniors. Assessment and long-term care services will provide access to appropriate healthcare services through care management activities and care coordination. In addition, we will continue to address health and wellness issues. Our Aging and Disability Resource Center will continue to provide information and referral services to increase awareness and access to services. We will be working on existing transportation services to improve their care to vulnerable people. The agency will continue to provide resources to people to increase their access to available services and find ways to better address Caregiver needs. These are significant goals in the plan, and they will provide access to healthier, more independent lifestyles for seniors.

Goals and Objectives

Area IV has established three goals for the Area Plan. These goals were set within the parameters of the Strategic Plan of our agency. This is a three-year plan made by our governing board, staff, and management team to guide programs and services. It is intended to address community needs within the framework of our mission.

These goals are based on needs identified within our service area and the desire to better utilize existing resources, which is the link between the three goals. These goals exist to meet local needs of clients while using resources in the most efficient ways, thereby enabling Area IV Agency to help greater numbers of people.

Strategies

Area IV Agency employs several strategies to help older adults maintain their dignity and independence in their homes and communities through comprehensive, coordinated, and cost-effective systems. Through our partnerships with senior centers, healthcare providers, and other community organizations we are able to reach vulnerable and isolated seniors. Many of our strategies involve providing access to adequate nutrition, access to services, and family caregiver support.

Adequate nutrition is an integral part of keeping people healthy and independent as they age. Malnutrition is closely associated with a decrease in functionality, as we age. Several strategies will be used to address hunger issues, including a system to provide home delivered meals and congregate meal sites. Food will be prepared and delivered to either the person's home or to congregate meals site. Meals are prepared with strict nutritional guidelines.

The Matter of Balance Program will continue to focus on exercise to build strength and fall prevention. Efforts in communities to provide access to nutritious food will continue to be supported, including establishing more farmers' markets. Double SNAP days at farmer's markets will continue to be encouraged. Senior Games is an event that is held each year which encourages a culture of wellness and exercise for seniors.

Access to support and services to enhance quality of life by facilitating independent living and choice will continue to be a primary focus. Area IV Agency will continue to provide information and referral services to individuals and their caregivers. Area IV Agency's Aging and Disability Resource Center (ADRC) is the single point of entry for services.

Area IV Agency and its ADRC will also be a part of the INconnect Alliance in Indiana. This will greatly further our ability to connect with those in need of our services.

Information and awareness of services available to support independent living is the first step in providing adequate access to supportive and life enhancing services. Caregivers are often offered support to decrease stress in order to continue their caregiving role.

Options counseling is provided to individuals who need additional assistance with planning their care. This is done through our Information and Referral program and Assessment and Transitions services. Through these, many older and disabled adults at risk of nursing home placement can be directed toward in-home long-term care services to prevent institutionalization. Often this assistance comes from resources that the client already has, such as family and community support.

Medicaid Waiver, SSBG, T-III, the Older American's Act, and CHOICE programs will continue to be used in a blended manner to provide services to individuals who are in need for continued independent living. A network of approved providers is utilized to provide services. Assessment & Transitions Specialists may transition individuals to these programs by referring them to our Long-term Care Services department once they are approved for funding. Long-term Care Case Managers maintain services and monitor client status to provide the most stable living arrangement to the person that is feasible.

Care Coordination may also be offered to individuals who are being discharged from the hospital and need immediate, intensive assistance with transitioning their care from hospital to home. Returning to the hospital can be prevented many times with a sound transition plan that coordinates care within the 30 days following discharge.

Additional access to services is provided through transportation services. Transportation services are offered through a network of providers which includes senior centers and local volunteer programs. All transportation providers assist with transporting individuals to medical appointments and grocery shopping. Others provide additional services for recreational activities. Services are dependent upon demand and availability of funds. While Tippecanoe County has a diverse transportation system, there is no service that specifically targets seniors residing outside of Lafayette and West Lafayette city limits. Area IV is committed to research the development of volunteer and/or Medicaid-funded transportation services in Rural Tippecanoe County to better address this need.

Area IV Agency has an Executive Director and a Deputy Director of Aging and In-Home Services. The Deputy Director oversees all aging services, including nutrition programs, senior centers, wellness programs, vendors, the ADRC, options counseling, and long-term care services. In addition, a coordinator oversees each area. Case Managers work from the Tippecanoe county office and satellite offices to ensure services to seniors in rural areas of the region.

Outcomes and Performance Measures

Area IV Agency measures outcomes and monitors performance continually for programs at various intervals in the process of their program participation. We have a Performance and Quality Control Coordinator for the agency that is responsible for facilitating this process. We start the process with strategic planning, short and long-term goals, and the use of quality assurance groups to measure both risk and progress.

In addition, client satisfaction surveys are used to gauge program performance. Programmatic goals are measured on a broad basis, as well as the measurement of departmental goals.

As a Community Action Agency, our agency does program planning and goal setting each year using the Result Oriented Management and Accountability (ROMA) Method. Within that process strategies to achieve goals are identified, results are reported; and data is analyzed and compared to benchmarks. Funding considerations and program capacity analysis are used to determine the number of people to target for programs and the expected number to achieve the outcome. Data is analyzed and utilized to make program improvement decisions to ensure quality service delivery and accomplishment of goals. Several aspects of aging programs are considered in this process, including those that relate to seniors and serving vulnerable populations.

Each program has outcome measures that are specific to the objectives of the program. The Family Caregiver Support Program reports outcomes for those families who receive respite care. The following factors are measured:

- Less Stress
- More Time for Self
- Able to Continue Responsibilities
- More Family Time
- Own Health Improved
- Financial Stress Relieved
- Family Member Health Improved.

Long-term Care reports outcomes for the following factors:

- Financial Status
- Health, Welfare, and Safety Status
- Permanency of Life Situation
- Functional Status.

Stability is a primary focus and/or improvement in status.

Another example of outcomes measurement is our wellness program, A Matter of Balance. A class evaluation form is completed by each participant. The questions gauge if the class has met the objectives of the class and the desired outcomes for the participant. In addition, the evaluation tool tracks change that participants make as a result of their participation.

Finally, case files are reviewed quarterly to ensure timeliness and accuracy in services. This is completed for both Assessment and Transition and Care Management programs.

Quality Management

The Department of Aging Services at Area IV Agency approaches the Quality Assurance/Quality Improvement process from the perspective of the national Council on Accreditation's (COA) standards. COA is the largest accreditation organization of social services agencies in the country and has established "best-practice" standards. Performance and Quality Improvement (PQI) standards encourage organizations to use data to identify areas of needed improvement and implement improvement plans in support of achieving performance targets, program goals, client satisfaction, and positive client outcomes. COA standards promote a broad-based, organizational-wide process inclusive of staff and stake holders.

The following is a description of our PQI process:

PQI Goal: The goal for the PQI process is to provide a standardized, ongoing process to evaluate the effectiveness of both internal & external (vendor) services. Documentation of the process from data collection and aggregation to reporting and problem solving are essential to this goal. The ultimate result for this process is high quality services flexible to the needs of our clients.

PQI Coordination: The PQI process shall be coordinated by a PQI Coordinator position supervised by the Executive Director of Area IV Agency. This position is responsible for ensuring that the various PQI activities occur in a timely manner; facilitating PQI committees and its meetings; completing reports as required; and ensuring that Aging Services meet quality standards as defined by contractual and accreditation guidelines.

PQI Procedures: The following is a list of on-going activities in the PQI process.

Quality Assurance (QA): This is a quarterly activity for the reviewing of case records and service provision to ensure that quality services are being provided. The review includes a File Review, Utilization Review, and Peer Review facilitated by the Case Supervisor, Team Leader, PQI Coordinator, and/or Deputy Director of Aging. Results are quantified and reported in a QA Report to the PQI Committee for review and analysis. The Area IV Agency Management Team also reviews and is given the opportunity to make recommendations. Recommendations from this process are used to improve

services. QA reports also include data from Customer Satisfaction Surveys, Outcome Reports, and other evaluation activities.

Contractor Audits: Service providers are chosen on a rotating basis. Every provider is expected to meet federal and state standards and the expectations of a MOU with Area IV Agency which is revised biennially. The review covers billing and fiscal records, compliance to authorized care plans, service provision & documentation, and other aspects of client care. Results of the audit are shared with the contractor with deficiencies cited and time given to correct the concerns.

Stakeholders: Agency advisory committees, public hearings, and community assessments are utilized to gain stakeholder input into quality improvement process.

Other Activities: The PQI system includes other activities, including Customer Satisfaction Surveys and Outcome Measures on case management services. Each of these activities has its own written procedures and is reported to the PQI and management teams.

Lastly, it is important to note that Area IV Agency provides supervision of all its own workers, particularly its case managers. Initial training and certification are required. Ongoing training is mandatory and follows COA and state standards. The immediate supervisor reviews case work on a weekly basis. Annual performance evaluations are conducted based on a written job description for each position. Ratios of supervisors and service workers follow COA standards as well. These activities also are done to ensure continual quality assurance and improvement.

Section 2: Logic Models

Priority One: Aging and Disability Resource Center Functions

Goal: To be a one-stop resource center for information on programs and services for older adults, people with disabilities, and caregivers.

Objectives:

- Provide a high level of visibility of the ADRC to ensure individuals needing long-term services and supports are aware of how to access the network
- Use a person-centered approach, provide needs-based assessments and options counseling that focuses on the individual's goals and preferences
- Streamline access for individuals, families, and caregivers by connecting them to appropriate public, private, and community resources, services and supports

Activities:

- Create a Marketing and Outreach plan that includes strategies to connect to underserved and hard-to-reach populations, education of local providers and further development of the INconnect Alliance brand
- Implement a protocol to answer all calls live
- Develop Memorandum of Understandings (MOUs) with key referral sources that outline the referral process between agencies, including warm transfers and three-way calling
- Ensure all options counselors receive person-centered training within 6 months of hiring and on-going training as required by the Division of Aging
- Offer options counselors the opportunity for additional training to specialize in key areas that address social needs such as State Health Insurance Program (SHIP), Dementia Friends, Advanced Care Planning, and Veteran's programs
- Provide all staff training on CaMMS, new software system for Case Management
- Provide all staff training on the concepts and philosophy of the Community Living Program as identified in House Enrolled Act 1297
- Develop MOUs with key referral sources that outline the referral process between agencies, including warm transfers and three-way calling
- Enhance our partnership with ATTIC, the Center for Independent Living, which includes at least one cross-training a year and a defined process for referrals
- Review and update our follow-up protocols to ensure quality control and address any service gaps

Outputs:

- Community Resource Guides in all Area IV Agency service counties
- Increased visibility on Social Media Platforms

Outcomes:

- Increased awareness of Area IV Agency services
- Increased access to community resources
- Increased quality of life
- Increased community partnerships

External Factors:

- Staffing
- Funding
- Transportation
- Weather

Priority Two: Dementia Care and/or Caregiver Support

Goal: Review and revise regional Caregiver Support services to ensure available resources better meet caregiver needs

Objectives:

- Expand caregiver support programs into rural counties
- Provide resources for dementia-specific care

Activities:

- Develop separate sub-section on dementia support resources
- Expand use of technology to provide resources for caregivers with limited availabilities
- Expand resources to identify more support options for caregivers
- Expand the Relatives as Parents Program (RAPP) into Carroll County

Outputs:

- Increased caregiver support groups in rural counties
- Updated and expanded caregiver resource material
- Facilitating with The Alzheimer's Association in providing Face to Face Monthly Care Consultations for Caregivers and Families of those dealing with dementia
- Increased presence on Social Media Platforms

Outcomes:

- Increased access to caregiver and dementia support materials
- Decreased caregiver stress
- Increased quality of life
- Increased support systems

External Factors:

- Staffing
- Funding
- Ability to access available resources
- Weather

Priority Three: Social Determinants of Health (SDOHs)

Goal: To provide individuals in our service area with equitable access to social and physical supports to promote health

Objectives:

- Identify most prevalent SDOHs in our communities
- Connect members of our communities to needed resources
- Expand agency services to best meet these needs

Activities:

- Complete SDOH screening with callers
- Expand resource network
- Establish MOUs with community organizations when appropriate
- Pursue additional funding to expand programs if appropriate

Outputs:

- Action plan

Outcomes:

- Decreased hospitalizations
- Increased quality of life
- Increased community partnerships

External Factors:

- Staffing
- Funding
- Consumer participation in screenings

Priority Four: Transportation

Goal: Research the potential for 5311 (volunteer) and/or Medicaid funded transportation services in Rural Tippecanoe County

Objectives:

- Identify need for transportation in rural areas of Tippecanoe County
- Identify funding opportunities to develop program in Tippecanoe County
- Identify the most needed types of transportation (social, medical, etc.)

Activities:

- Compile transportation survey data for Tippecanoe County residents
- Research program operations in counties that offer similar transportation services
- Determine an Action Plan to address issue
- Explore program start-up funding opportunities

Outputs:

- Action plan

Outcomes:

- Increased quality of life
- Increased rate of community and health provider access
- Decreased hospitalizations
- Decreased rate of nursing facility placements
- Decreased reports of isolation

External Factors:

- Staffing
- Funding
- Consumer participation in research

Section 3: Area IV Agency Aging Services Overview

Aging and Disability Resource Center

This program provides assistance with navigating aging and disability-related services. ADRC offers options for care, referrals, family consultations, personal needs assessment, resource center, SHIP counseling, public presentations, and the Community Resource Guide.

Family Caregiver Support Programs (TIII-E)

The Title III-E Program helps to reduce stress of caregivers by offering basic services through the National Caregiver Support Program, which was established by the 2000 amendment of the federally-funded Older American's Act of 1965.

Options Counseling

Options Counseling is an interactive process whereby the individual receives guidance from a highly trained Options Counselor to make informed choices about long term services and supports. The process is directed by the individual and may include others such as a caregiver or legal representative. Options Counselors can provide information on a variety of topics including alternatives to nursing facility placement, information and referral to in-home services, and program applications.

Care Management

Once the Plan of Care is determined, an individual will receive Care Management services, which includes monitoring services monthly to make sure they are appropriate for their circumstances and make necessary changes, if needed. Care Management staff assist clients in accessing services through available programs and refer and assist clients in linking with other available community resources.

In-Home Services

The goal of the Area IV Agency on Aging is to help people remain as independent as possible safely. In order to accomplish this goal, the Agency provides in-home services and care management of those services to people of all ages and incomes by utilizing state and federal dollars.

Pre-Admission Screening

Area IV Agency staff conducts person-centered pre-admission assessments for potential facility placement that effectively and efficiently identifies the most appropriate services and settings for individuals that need them. The goal is to better incorporate pre-admission screenings as part of a larger system of assessing a person's options for long-term care.

Legal Assistance

Indiana Legal Services, Inc. provides free legal services to persons who are low income and/or over the age of 60 in the Area IV counties served. Issues that they may be able to assist include family domestic violence, public benefits, housing, consumer issues, and elder law.

Ombudsman

The Long-term Care Ombudsman is an advocate for persons living in nursing homes, assisted living facilities, etc., whose mission is to improve the quality of life and care for residents of long-term care facilities. It is a federal and state funded program that provides these services for consumers of congregate long-term care services, regardless of age or payer source. Congregate settings include nursing facilities, residential care facilities, assisted living facilities, adult foster care homes and county operated residential care facilities.

Nutrition

Nutrition services are offered through either home delivered meals or congregate meal sites. Home delivered meals may be provided for persons in the 8 counties that Area IV serves (Benton, Carroll, Clinton, Fountain, Montgomery, Tippecanoe, Warren and White) who are homebound and over the age of 60. Congregate meal sites offer socialization opportunities as well as provide meals as a way of helping the people we serve remain as independent as possible.

Disease Prevention/Health Promotion Programs

The Living a Healthy Life with Chronic Conditions Workshop focuses on guiding participants to develop functional skills to successfully manage their chronic health conditions. Living a Healthy Life is open to older adults with chronic conditions and their caregivers. Participants will learn to cope with the many day-to-day issues that are part of living with an on-going health condition. Topics covered include

depression, physical activity, nutrition, communication with healthcare professionals, medication management, and coping with difficult emotions.