

**CALDWELL PARISH COUNCIL ON AGING
AREA PLAN**

**July 1, 2019 – June 30, 2023
(Fiscal Year 2020 through Fiscal Year 2023)**

State of Louisiana

AREA AGENCY ON AGING FOUR-YEAR AREA PLAN

A Comprehensive Coordinated Service System for Older persons in Louisiana

CALDWELL PARISH COUNCIL ON AGING, INC.

JULY 1, 2019 – JUNE 30, 2023

(Fiscal Year 2020 – Fiscal Year 2023)

Submitted to:



Office of the Governor
Office of Elderly Affairs
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SUBMITTAL PAGE

- 4-Year Plan for July 1, 2019 – June 30, 2023
- Area Plan Update for July 1, 20__ - June 30, 20__
- Area Plan Amendment (Date): _____

This Area Plan for programs on aging is hereby submitted for the Caldwell Parish planning and service area. The Caldwell Parish Area Agency on Aging assumes full responsibility for implementation of this plan in accordance with requirements of the Older Americans Act (OAA) and Regulations; laws and rules of the State of Louisiana; and policies and procedures of the Governor's Office of Elderly Affairs.

This plan includes all information, goals and objectives and assurances required under the Governor's Office of Elderly Affairs Area Plan on Aging format, and it is, to the best of my knowledge, complete and correct.

Signature: _____ Date: _____
Area Agency Director

The Area Agency on Aging Advisory Council has participated in the development and final review of the Area Plan.

Signature: _____ Date: _____
Chairperson, Area Agency Advisory Council

The Board of Directors of the sponsoring agency has reviewed this plan and Submittal Page. It is understood that we are approving all sections of the Plan. We are satisfied that the plan is complete, correct, and appropriately developed for our planning and service area.

Signature: _____ Date: _____
Chairperson, Board of Directors

Signature: _____ Date: _____
Secretary, Board of Directors

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SECTION 1 – MISSION & PURPOSE

Caldwell Parish Council on Aging, Inc., as the Area Agency on Aging for Caldwell Parish Planning and Service Area considers the Four (4) Year Area Plan an opportunity to look at the older adult population. It is an opportunity to assess both the needs of this population and the resources available, both public and private, to meet the needs – now and the next four (4) years. It is an opportunity to do quality, strategic and collaborative-planning. In the production of this area plan, Caldwell Parish Council on Aging will show how we are going to achieve the goals set forth in the Older American’s Act in order to develop greater capacities to provide comprehensive and coordinated service systems to serve older people and to be as effective and efficient in finding and using every available resource.

A community can measure itself by many criteria. One of the most meaningful measures would be how it values and responds to the needs of its elders generally, and particularly, those most at risk. This Plan will allow our elders and the community to say what constitutes the most pressing needs of its older adult population, the programs and services they value most highly, and, what help they must have in order to enjoy quality of life whatever their remaining longevity. A good plan always aims for more than it may be able to achieve, but it also focuses on some concrete goals it must accomplish. The next four years will prove to be a strategic period in the history of Caldwell Parish. Caldwell Parish has no more important governing to do than to value its most historical residents and its most important resource, its older adult residents. The importance of the Area Plan to both the community and Area Agency on Aging is that it identifies the needs of our community and shows which areas may need more outreach.

We will strive for wisdom by putting the plan into practice, just as our elders have during their lives. This plan must work as our elders having produced results which they and future generations of elderly can enjoy.

CCOA’S Mission Statement: Integrity must not be compromised. Honest relationships and trust are essential for long-term business success. We deal fairly in all our business relations. Our clients are the essence of our business. To succeed, we must work with our clients to help make them winners too. Our employees are the company’s most valuable resource. Working as a team enables all of us to realize our full potential. We are dedicated to serving the elderly while protecting all public by operating in a safe and reliable manner. We maintain a corporate culture that values originality, invention and creativity, and nurtures these qualities through openness and reverence for the entrepreneurial spirit. Efficiency means the difference between success and failure. We will relentlessly pursue a more efficient way to do everything we undertake. We welcome change for the opportunities it offers.

Section 2

Description of the Planning and Service Area (PSA)

Provide a description of the physical and demographic characteristics of the PSA and the unique resources and/or constraints. Describe the service delivery system, challenges, successes in the local system development, public and private resources.

Caldwell Parish is located about 30 miles south of Monroe, Louisiana and is a northern rural parish with a population of 10,132 covering 529.43 square miles. 17.5% of the population is 65 years and older. There is 22.6% of individuals living below poverty level. Caldwell Parish is the 59th most populated county in the state of Louisiana out of 64 counties. The largest Caldwell Parish racial/ethnic groups are White (81.9%) followed by Minority Black (16.2%) and Hispanic (3.3%).

Caldwell Parish Council on Aging is centrally located at 307 Main Street in Columbia where it is beneficial to Senior Citizens of the parish. This proves to be very convenient to our Seniors of the parish as we are located directly beside one of two (2) hospitals in the parish, post office, banks, courthouse, lawyer's and doctor's offices with even a few restaurants. Caldwell Parish has a unique resource being Ouachita River.

In describing the service delivery system, Caldwell Parish Council on Aging delivers services to anyone 60 and lives within the parish. This can be a challenge for some of our services as we are very rural and working with limited funding. Because of so much area to cover, outreach is a priority. In outreach efforts, we place ads in the paper on a weekly basis advertising services we are providing to individuals 60 and older. We also work with other providers in the PSA by asking and providing referrals 60+ such as hospitals, churches, home health agencies, drug stores and other agencies both private and public.

Area Profile

1. Identify cities/towns designated as rural in the PSA. Describe population using the 2010 Census Data. (Include chart showing population data)

There are three (3) designated communities within the parish of Caldwell which are designated as a community being Village of Grayson, Village of Clarks and Columbia as the Parish seat. Most of the people live in the country even beyond in smaller and undesignated other fifteen (15) communities in the parish. There are 19.1 persons located per square mile with a total of 529.43 square miles in Caldwell Parish. The total population as of 2017 was 9,950 with the 2010 census showing 10,132. This shows a decrease of 1.8% in the population. Using the 2010 Census data, there were 97.8% (9,896) Non-Hispanic, (8,010) or 79.2% Black, (1,792) or 17.7% American Indian, (14) or 0.1% Asian (11) or 0.1%, two or more (69) or 0.7% and last but not least, Hispanic (222) or 2.2%. There are 5,207 Males and 4,911 Females and of these 1,029 are 60 to 69 years of age and 1,135 are 70 year of age and older. There are 536 who are 65 years and older and live alone.

2. Identify cities/towns designated as urban in the planning and service area. Describe population using the 2010 Census Data. (Include chart showing population data) **N/A**

3. Describe significant differences among cities/towns/communities in the PSA as relates to availability of services, resources, populations, economy, etc.

One of the three (3) designated small communities is Grayson and it has 532 people and 47.7% over 60 and a minority of 14.9. The total population for Columbia is 390 with 32% representing a minority with 24% over 60 years of age. The total population for Clarks is 1,017 with 46.6% representing a minority with 13.6% over the age of 60. The remaining 8,193 (80%) of the people represent the following undesignated communities such as Brownville, Big Ridge, Kelly, Vixen, Hebert, Riverton, Columbia Heights, Copenhagen and Burroughs. Due to such a large area to cover with 80% of them being in the outlying areas, you can definitely see the challenge and why outreach is so important. In an outreach effort, we place ads every week in the local free weekly newspaper and advertise our services for Senior Citizens over 60+. We will distribute throughout our PSA brochures as well indicating the services we provide by having them placed at doctor's offices, pharmacies and other providers both private and public.

Focal Points

1. For the purpose of assuring access to information and services for older persons, the area agency shall work with the community agencies and officials in the PSA to ensure that focal points are available in each community. Define “community” for the purposes of focal point designation.

A Community focal point is a facility established to encourage the maximum collocation and coordination of services for older individuals.

2. List community focal points within the PSA (include addresses) as reported on the NAPIS State Program Report. Attach maps of the PSA and indicate all Focal Points.

	Community Served	Name and address of Focal Point	Services Provided	Services Coordinated with other Agencies
	Columbia, Grayson, Clarks, Kelly, Bellview, Big Ridge, Brownville, Burroughs, Columbia Heights, Copenhagen, Duty Ferry, Eastside, Hearn’s Island, Hebert, Long Lake, Riverton & Vixen.	Caldwell Parish Council on Aging, Inc. 307 Main Street P.O. Box 1498 Columbia, LA 71418	Transportation, Outreach, Information & Assistance, Congregate Meals, Home-delivered Meals, Recreation, Homemaker, Legal, Nutrition Education, Wellness, Material Aid, Public Education, Preventative Health Programs	ALL SERVICES

Summary of the Needs Assessment

Provide an explanation of the needs assessment process and results. Describe how the survey was distributed and to whom. Did specific groups have similar responses? What were some comments received from respondents? Describe some conclusions determined from survey results.

Caldwell Council on Aging, Inc., as the designated Area Agency on Aging for the Planning and Service Area-PSA), and is required to write an Area Plan every four (4) years to offer how this agency will meet the needs of the elderly residing in our community.

In order to accurately report on these needs, it is necessary to conduct a Needs Assessment Survey, not only of the seniors we serve, but of other agencies who are familiar with these seniors and who also serve this population. We have recently completed these surveys and incorporated the results into our Area Plan, which is submitted to the Governor's Office of Elderly Affairs in Baton Rouge, Louisiana, covering fiscal years 2019 through 2023. The purpose of these surveys was to identify the needs of the elderly and receive input and suggestions from the population as a whole. The surveys were mailed to area churches, business, civic organizations, board members, senior food box recipients and public officials. The survey was also put on our website for individuals and agencies to fill out. We also participated in our 2018 Health Awareness Day (Community Health Fair). We also held a Community Breakfast meeting for members of the community, public officials, churches, home health agencies as well.

With this in mind, the following are results from our recently completed NEEDS ASSESSMENT SURVEY and how we have used these results to produce our 4-Year plan for Caldwell Parish.

Surveys were distributed by mail or hand-delivered to clients, non-clients, agencies such as banks, parish agencies, both private and public, elected officials, and other associated with services provided for older citizens in our parish. Health Fairs, Art Festivals, Senior Food Box Day were some of the methods used for distributing surveys as well. Since Food Box meets low-income guidelines, we chose this as one of the particular methods for a way of targeting the low-income minorities. Advisory Members and Board Members were mailed surveys and invited to public hearing, etc... We also ran notices of both breakfast and hearing in the legal and local papers.

Description of Priority Groups

Provide a clear and concise description of target groups in your PSA. How will the needs assessment impact elderly persons: with greatest Economic and Social need, at risk for institutional placement, with limited English proficiency, with cognitive disorders, residing in rural areas, Minorities, Native Americans, and other vulnerable populations?

Using the census results and the survey provided from the Governor's Office of Elderly Affairs, this provided us the opportunity to target groups within our parish... In order to reduce the number of elderly with the greatest Economic and Social need, at risk for institutional placement, with limited English proficiency, with cognitive disorders, residing in rural areas, Minorities, Native Americans and other vulnerable populations, Caldwell Council on Aging staff work with hospitals, home health agencies, churches, club, annual health fairs, etc., in efforts to discover these potential outreach individuals by placing brochures within doctor's offices and placing weekly ads in the local newspaper advertising or services. In recognizing the fact that minority and economically needy are in a special category, we will endeavor to utilize outreach services by utilizing other agencies through referrals to insure the low income minority are given every opportunity for assistance. This applies to all programs and services as offered by our agency.

Section 3

Description of the Area Agency on Aging

1. Describe how the Area Agency, on behalf of all older individuals, will carry out its role as the leader on aging issues in the PSA. Explain the community-based system of services and how it will promote independence, protect, and preserve the quality of life for seniors and caregivers.

As a leader on Aging issues in the PSA, we are charged with the responsibility in deciding which programs we will continue to offer as well as the ones we will add or change. With that being said, all of the programs we currently offer have been evaluated and have been most vital to the welfare of our seniors in our area. This is an ongoing process. While it is a challenge to meet the current needs of the elderly population of Caldwell Parish in the next four (4) years, in working and using our resources with other agencies, etc., it will and can be done. Caldwell Council on Aging has interagency agreements with some of the agencies throughout the parish. This helps to promote independence, protect and preserve the quality of life for seniors and caregivers.

2. Describe how the agency coordinates and delivers services, the connection it has to local agencies/providers, strengths and weaknesses and how the agency ensures service system delivery.

We will endeavor to inform the public in a variety of ways about the availability of services we offer by using these resources and more. We use weekly news articles, brochures placed in places throughout the parish, listings on the internet, listings in the phone books, etc. As budgeting allows, we will continue to add to the services desired and needed by our senior citizens who we have learned more about through our assessment and surveys. Much of the strength of our agency lies within the fact that we also have other programs we provide through other agencies such as the additional grants we operate through Department of Transportation. We are also one of the three (3) agencies in Northeast Louisiana that provides Case Management/Support Coordination (Community Choice Waiver) services. This service is provided through contracts with Department of Health & Hospitals and we are the only Council on Aging in Louisiana that provides this service. We also provide Case Management/Support Coordination services to individuals who have Traumatic Head & Spinal Cord injuries. This program is funded through a Trust Fund and operated by the State as well. The weakness that we have along with all other state and federal funded agencies is of course, the question we all face very year that really says it all, "Will the programs be fully funded? This is truly what controls and limits the amount of service you can provide within your PSA.

3. Explain leadership efforts and involvement with the community to help persons with disabilities and their caregivers.

We love to be out and about in the communities within our parish so we get involved with what happens. We attend meetings and we have a Facebook page and a website where we do our best to keep people interested. The ways to getting the word out to the public are ever changing. We continue to advertise in our local newspaper and leave brochures about our services with doctor's offices, etc... We host an annual Health Fair every year between September and October. We also advertise with local T.V. Stations for these type and other events. Of course we work with Home Health, Hospice, Rehab Centers, social workers, pharmacies, local businesses, local law enforcement agencies (scams) and the ULM Older Worker Program. We have an even bigger incentive because all of our fleet of vehicles is 100% handicap accessible which helps individuals with disabilities and their caregivers get to their doctor's appointments and/or kidney dialysis centers. By utilizing our outreach system, we are able to identify and prioritize the greatest economic and social need. Some of the services we provide that help these individuals are in-home respite program, home-delivered meals, homemaker service, material aid, information and assistance, nutrition education, wellness, legal, Entergy assistance, etc. These are the services that help senior citizens who have activities of daily living that are now limited due to the deterioration of their physical condition.

4. Describe the administrative functions of the Area Agency, the organizational structure, the effectiveness of services, any expansion efforts, planned changes and attach the organizational chart (clearly define lines of authority).

As the Area Agency on Aging for Caldwell Parish Planning and Service Area, it is mandated by the Louisiana Governor's Office of Elderly Affairs, to produce a 4-Year Area Plan. This Area Plan is a grant application submitted to the State Unit on Aging in order to receive funds. It contains provisions required by the Older Americans Act, its implementing regulations, and the Governor's Office of Elderly Affairs (GOEA), which is Louisiana State Unit on Aging. This "Plan" includes commitments that the Area Agency (Caldwell COA) will administer activities so funded in accordance with all requirements and contains a detailed statement of the manner in which the Agency is developing a comprehensive and coordinated system throughout the planning and service area (PSA) for all allowable services. An Area Agency may receive contracts and enter into subcontracts under the Older Americans Act only under an approved Area Plan.

Our major objective in producing this Area Plan is to enhance the production of quality planning that will assist in helping us to achieve/attain the goals set forth in the Older American's Act, that is, to develop greater capacities and provide a more comprehensive and coordinated service system that will serve older people by helping them use available resources more efficiently and effectively.

In developing this Area Plan and its objectives, this agency has considered the needs of the community as well as received input from the Board of Directors, Advisory Council, CCOA Staff, Service Providers, local officials, and others interest in the concerns of the elderly. Other than fulfilling the Older Americans Act requirements, this "Plan" will be used as: (1) A means of educating and informing the public; (2) A management tool to guide local initiatives, decision making and budget development; (3) A guide to coordination of local services; and as (4) an introduction to Caldwell Council on Aging and the aging network.

Caldwell Council on Aging was organized on June 25 1969 and recorded in the Office of the Secretary of State on June 25, 1969 as a private non-profit organization with a 503(c) (3) status. The Caldwell Council on Aging was also designated as the Area Agency on Aging for Caldwell Parish Planning and Service Area and, as such, it conducts needs assessments, studies these needs, sets priorities for services, writes a plan for services (Area Plan), and conducts public hearings to receive the public input for its plan. The Caldwell Council on Aging/Area Agency on Aging receives federal and state funding under the Older Americans Act to administer some 16 different services for elderly persons (age 60+) parish wide. Other sources of funding are United Way of Northeast, contributions from program participants, and donations from concerned individuals and groups in our community. We are an advocate for senior citizens and operate one (1) Senior Center/dining site in this parish, as well as contracting for services with Department of Health & Hospitals, Department of Transportation. Caldwell Council on Aging is a partner with GOEA in producing regular self-evaluations to assure goals and objectives are being met and because of this, communities benefit from our services in that they see the basic needs of life being provided for their relatives, neighbors and friends.

Caldwell Council on Aging and all Council on Aging's who are funded with the Older American's Act monies, first serve the low to very low income population. Our target is the most frail and needy elderly. We determine the physical, mental, and financial status of our clients through an assessment (LILA) which categorizes each senior according to need. There are never any services denied to senior citizens due to income range, however; this tool is used to target the lower income individuals.

All services available through the Caldwell Council on Aging are without charge, however, we encourage contributions. Participant contributions in the programs we provide make a tremendous difference in the service which they receive. All program monies go directly back into that program for which it was funded.

Seniors are offered many activities which include, but are not limited to, the following: Congregate meals, Transportation, Legal Assistance, Nutrition Education, Information and Assistance, Recreation, Wellness, Nutrition Counseling & Material Aid. In-home services include: Homemaker, Home-delivered Meals, Outreach and the National Family Caregiver Support Program. Caldwell Council on Aging supports Low-Income Housing for the Elderly.

We have a column where we have our activities and such are posted on a weekly basis in our local newspaper. This paper is free and is delivered to everyone (10,132) in the parish each Monday. These ads provide the agenda for planned programs; health services, educational talks, etc., and gives contact information. We also run separate monthly ads for our services we provide highlighting one or more of the many services we provide here at the Council on Aging.

Caldwell Council on Aging also provides Public Transportation and Title 19 transportation. Public Transportation is funded through Department of Transportation. For anyone under 60, there is a fee. Transportation for individuals over 60 is provided and funded by Title III-B, Senior Center and PCOA so that Senior Citizens who can no longer drive, or no longer own a vehicle, have access to doctor's appointments, grocery stores, etc. Title 19 Transportation is for anyone who has a Medicaid card and needs transportation to a doctor's appointment within Caldwell Parish. We do not go out of the Caldwell Parish. We ask for a 24 hour advance notice from all transportation recipients.

Our Senior Center is open 5 (five) days per week, Monday through Friday, 8:00 A.M. to 4:00 P.M. with a site manager in charge of all activities.

All services offered by Caldwell Council on Aging are offered without regard to race, color, religion, or national origin. With that in mind, the individuals who are bedridden, are severe wanderers, require continuous one-on-one monitoring, or who require assistance to utilize bathroom facilities unless such individuals provide their own competent attendants, are persons who are eligible for in-home services which are provided directly by Caldwell Council on Aging or its contractors as well. Further policy states that Caldwell Council on Aging cannot serve at its senior center those individuals who have a contagious disease or who are dangerous to themselves or others.

Caldwell Council on Aging, Inc. is governed by a 17 member Board of Directors, all of which are Caldwell Parish residents. The Board hires the Executive Director, who then is responsible for hiring/firing other employees. Key personnel to the administrative functions of Caldwell Council on Aging/Area Agency on Aging are Executive Director, Financial/Assistant Director, Administrative Assistant/Planner, and Nutritionist/Dietitian and Program/Activity Coordinator.

Caldwell Council on Aging, Inc. has an Advisory Council who input is used to decide issues, make recommendations to program direction and effectiveness of the Area Agency on Aging in its relationship to and within, the community. The Advisory Council plays a major role in the development of the Area Plan.

CCOA - REGION 8

ORGANIZATIONAL STRUCTURE

SEE ATTACHED...

Section 4

Planning Process/Establishing Priorities

1. Give an overview of the steps utilized by the Area Agency during the planning process. Explain how the agency established planning priorities.

The following is a brief overview of the steps utilize during the planning process and how we will establish planning priorities.

To be accurate and be able to produce such a report on these needs, it is necessary to conduct a NEEDS ASSESSMENT SURVEY, not only of the seniors we serve, but of other agencies who are familiar with these seniors and who also service this population.

Those surveys were completed and the results have been incorporated into this area plan and are being submitted the Governor's Office of Elderly Affairs in Baton Rouge, Louisiana, and cover the fiscal years of 2019-2023. The requirement is only for a "broad-based" idea of our intentions.

Approximately 400 senior surveys (See attached copy of surveys used) were mailed out with 239 surveys being returned and/or completed by individuals. There were 69 (25 churches & 44 agencies) surveys mailed out with 7 being returned. Services offered by Caldwell Council on Aging will be maintained at a minimum of the current levels. All surveys have been read and analyzed, with the following results and recommendations.

In addition to services already offered, the following were listed as very important based on survey results. In reviewing the survey results, **77%** of the individuals thought it very/quite important to know what services are available to them. **(Information & Assistance) 59%** thought knowing how to apply for health insurance/prescription coverage is very/quite important. **53%** thought having **Transportation** to the senior center, store, doctor's offices, pharmacy or errands was very/quite important. **30%** of the individuals surveyed thought learning to read/write, computer basics, or other classes were very/quite important leaving **63%** finding it unimportant. **56%** of the individuals surveyed thought it was very/quite important to have a meal **(Congregate Meals)** with friends or others like them. **51%** of the individuals surveyed felt like taking part in the activities such as crafts, music and games were very/quite important. **53% (Wellness)** of the individuals thought getting the exercise that is good for them was very/quite important. Only **41%** thought exercising, dancing, walking classes or groups with others like them were very/quite important leaving **54%** finding it unimportant. **60%** of the individuals thought having someone to talk to when they felt lonely **(Telephone Reassurance)** was very/quite important. **60%** of the individuals thought information on how to eat healthy **(Nutrition Education)** was very/quite important. **46%** of the individuals surveyed thought having someone to bring a meal to their home every day (Home-delivered Meals) was very/quite important. **60%** said keeping their home clean (homemaker) was very/quite important to them. **37%** (In-home Respite) though respite care (personal care provided to individuals to give caregivers a break) was very/quite important. **41%** (Personal Care) said they thought it was very/quite important to receive help with personal care (bathing, dressing, eating meals, taking medicine, etc. **49%** said it was very/quite important to receive information on health issues and new medications. **43%** said it was very/quite important to them to receive help on prescription medications. **66%** thought keeping warm or cool as the weather changes as very/quite important. **(Energy Assist) 63%** thought preventing falls and other accidents as very/quite important. **(Wellness) 48%** thinks it is very/quite important to receive help in making choices about future medical care and end of life decisions. **61%** of the

people surveyed think it is very/quite important to have someone to protect their rights, safety, property or dignity (Crime Prevention Services). 59% thinks it is very/quite important to have someone to call when they feel threatened or taken advantage of. 51% thinks it is very/quite important to have modifications to their home making it so they are able to get around safely. 59% think having a Senior Center that is located close to their home is very/quite important. 30% of the folks surveyed thought it was very/quite important. To have help with health problems and alcohol/drugs/smoking cessation while 62% thought it was a little or not important at all. 44% of the people surveyed thought home health nurses and nurse's aide were very/quite important. 75% thought dental, eye care or hearing aides were very/quite important. 55% of the individuals surveyed thought rental assistance and/or energy assistance was very/quite important. Only 32% thought assistance with public senior housing and/or assisted living facilities were very/quite important while 61% thought it a little /unimportant. Only 35% thought assistance with public senior housing and/or assisted living facilities were very/quite important. 30% thought assistance with writing checks, bill payments, and budgeting was very/quite important while 63% thought it a little/ unimportant. 37% thought assistance with completing Medicare& Insurance Forms was very /quite important while 55% thought it a little /unimportant. 45% of the people surveyed thought assistance with applying for benefits and programs very/quite important.

The challenge we have over the next four (4) years is to continue to meet the current needs of the elderly population of Caldwell Parish, as well as to attempt to "fill the gaps" between what's being done now and what will be required in the next four (4) years. Of course, there is always the "dollars" that will certainly have a great impact on how much of the service we can provide.

Funding from the Federal and State governments usually always varies from year to year. This means we must first take the responsibility of allocating available funds to the most "needed" programs offered through this agency. First, however, we must decide which programs we will continue to offer, as well as which ones will be added or changed. All programs currently offered have been monitored and evaluated and deemed to be those that are most vital to the welfare of our seniors in this PSA. This is an ongoing process, and one taken seriously enough that we have added a few more services but yet limited some others to assure that the limited funds we receive are being used most efficiently.

Our goal, however, continues to be to add those activities and services recommended, or desired by, our seniors...those we learn about through our assessment and survey process.

Overall, and based on results of public surveys, we feel we are doing a great job for Caldwell Council on Aging and we're very pleased with this. However, our concern lies with the unmet needs of which we are aware. Specifically, we want to eliminate our "waiting lists" for the Home-delivered Meals and the Homemaker programs. Because of the impact of the budget increase to increase our meals, the only way to do that is to raise more money. Last year, we raised \$10,000 (Golf Tournament) for our Meals on Wheels program and plan to make this an annual affair every year to raise monies for HDM! As we all know, Federal and State dollars will never adequately provide for the needs of all of our seniors. Thus, we must make it our responsibility to find other sources.

2. Explain how the Area Agency provides opportunities for public involvement in the planning process, specifically using public agencies, governmental entities, local business, and current/past program participants.

Caldwell Council on Aging, Inc. Staff offered opportunities for public involvement by sending notices to paper, mailing surveys to all agencies, churches, holding community breakfast, posting fliers throughout, hand-delivering to all local agencies, Table at Health Fair, set up at entrance to Art Festival, face to face interviews and last but not least of course, board members. Based on results of surveys, we were able to reach 18% minorities and 11% low income individuals. Of those 239 complete, 160 returned **racial breakdown stating**

as follows: **131(82%) White /Caucasian, 29 (18%) Black or African American**, All Age Groups of majority were targeted as follows: **25-60=28; 61-70=63;71-80=24; and 80+=38** So of the ones surveyed, **82 % were elderly & those indicated by race, 64% White and 16% black. 18% Male & 72% Female with 17% Single, 20% Married, 17% Divorced, and 40% Widowed. For educational purposes, 15% had less than high school 37% had a high school diploma with 22% having some college and/or associates degree and 7% having a bachelor's Degree and 5% having Advanced/Graduate degree. Poverty speaks volumes in the following findings for income. 11% had less than \$695 monthly income with 26% having \$696-\$937 monthly income, 16 % monthly income of \$938-1,178, 19 % having a monthly income of \$1,179-\$1,420 30% having a monthly income of more than 1,421.**

Section 5

Methods Used to Determine Service Needs

1. Describe below how the Area Agency assessed the needs of older persons and adults with disabilities residing in the planning and service area. Give details of the process and methods used (tools or instruments used).

Caldwell Council on Aging used the Survey tool provided by Governor's Office of Elderly Affairs (See attached) to identify the needs of the older persons and adults with disabilities. As stated previously, many of these were done by individuals participating with our Senior Center, participants who receive in-home services such as homemaker services, home-delivered meal services, in-home respite services, Food for Senior Boxes and more. Agency surveys provided by GOEA and mail outs went to churches and organizations within the parish as well.

2. Which home and community-based services have a waiting list? Detail your plan to reduce or eliminate these waiting lists.

At the present time, the following home and community based services have a waiting list; Home-delivered Meals, Homemaker Services and In-home Respite.

Service Needs

1. Based on the information and methods used to determine service needs, list the prevalent service needs of older persons and adults with disabilities in the PSA. Include discussion regarding whether information was received from organizations or agencies that specifically serve persons with disabilities and whether such information was incorporated into the Area Plan. (Office of Aging and Adult Services, Alzheimer's Association, Office of Behavioral Health, Long Term Care Units, Office of Disability Affairs, etc.)

Based on the information and methods used to determine service needs, the following is a list of the prevalent service needs of older persons and adults with disabilities in the PSA. The following services will be provided over the next four (4) years. All of the services Caldwell Council on Aging provides are important and needed. The following is a list of the services we will continue to provide to Caldwell Parish residents. These following services will be provided over the next four (4) years. 1) I &A 2) Outreach 2) Congregate Meals 3) Homemaker 4) Home Delivered Meals 5) Legal Assistance 6) Nutrition Education 7) Transportation 8) Material Aid 9) Wellness 10) NFCSP-Public Education 11) NFCSP-I&A 12) NFCSP-in-home Respite 13) NFCSP Material Aid 14) Recreation 15) Telephoning

2. Give a brief overview of how the Area Agency will address the top five (5) needs identified. (Specific details of goals and objectives are required in Section 10: Goals and Objectives.)

“REFER TO SECTION 10”

Caldwell Council on Aging will address the top five (5) needs identified based on the survey results. Our findings list as follows:

It is interesting that we found again a lot of the same needs as we did before with very little change...

- 1) Having someone to talk to when they feel lonely (Telephoning)
- 2) Someone to call when they feel threatened or taken advantage of
- 3) Dental care, Eye care & Hearing Aid
- 4) Help with Personal Care
- 5) Home Health Nurses and Nurses Aid

As you know, many of the services are currently offered which is good however; we have found there are some we do not. Many times, it is not feasible due to limited funding so we attempt to find other available resources and/or take other measures to accomplish the goal.

Because of the demand for Telephoning, we will begin offering by using resources such as the Experience Works program, etc. We will work with our local Sheriff's Department to connect with Seniors/start a program to alleviate their fears. Dental care; Eye Care & Hearing for example is one area where resources are limited due to living in a rural area. We feel Personal Care & Home Health Nurses and Nurses Aid are available resources/services we can refer Senior Citizens to. You will see in our goals and objectives how we will strive to bring in the resolutions for such.

Service to Most-in-Need

Identify and explain how the Area Agency will address vulnerable and most-in-need citizens of the PSA.

Caldwell Council on Aging, Inc., will address/identify vulnerable and most in need citizens of the Public Service Area with other agencies within the parish by referrals from other agencies such as hospitals, doctors, home health agencies, Sheriff's office, etc., To determine the services needed and to what degree, we will use the Needs Assessment tool (LILA) provided by Governor's Office of Elderly Affairs as well.

Needs Identified

Describe the existing and potential needs of older adults, adults with disabilities, and their caregivers in the PSA.

Surveys revealed existing and potential needs of older adults, adults with disabilities and their caregivers are as follows; Of the 239 individuals the following responded due to having a medical/mental/emotional condition, the following are the percentages indicating their limitations. 27% had limited ability to dress, bathe or get around inside of their home. 41% find it difficult to walk, climb stairs, reaching, lifting or carrying things. 33% said it has made it difficult for them to work at a job or business. 22% said it made it difficult to see or hear. 25% said it made it hard to go outside alone and 29% said they had none of the above.

Out of the 239 individuals surveyed, the following responded to how important it is to have help paying the following: 40% said very/quite important to have help with paying utilities or an unexpected bill. 39% said very/quite important to have help with paying for Dental Care and /or dentures. 36% said it was very/quite important to have help with hearing exams and /or hearing aids while 49% said it was a little or not important at all. 33% said it was very /quite important to have help with eye exams and/or eyeglasses while 52% said it was a little or not important at all. 35% said it was very/quite important to help in paying for health insurance while 48% said a little or not important at all. 36% said they needed help paying for healthy food, while 86% said it was a little or not important at all. 33% said they needed help paying for medical care while 49% said a little or not important at all. 33% said they needed help paying prescriptions or prescription drug coverage while 51% said it was little or it wasn't important at all.

As Caregivers, the following results were found.

72% said they needed help in paying for services the person they care for needs.

61% said they needed help in locating services for the person they cared for.

42% said they would like training on caring for someone at home.

43% said they needed somewhere for the person they cared for to be during the day.

48% said they sometimes needed temporary relief from their caregiver duties (respite)

Of the persons in which caregivers were responsible for (cared for) 64% responded for caring for individuals over 60 with 49% of them having a disability and 45% of them being both elderly and having a disability and 11% of them caring for children under 18.

Resources

1. Determine existing services and resources within the PSA currently available for addressing the needs identified.

Many of the needs identified can be addressed through the following services provided by Caldwell Council on Aging such as; Congregate Meals, Home-delivered Meals, Homemaker Services, Information and Assistance, Recreation, Public Education, Wellness, Nutrition Counseling, In-home respite, Material Aid, Legal Assistance and transportation. Most all of the other services are provided and we will refer seniors to other agencies for coordination of these services. For instance, Medicaid/Medicare enrollment can be done through a local hospital that has someone to do this or by coming to our agency and we will connect you with a SHIPP, MIPPA or ADRC representative. We provide referrals to EPS and our local Sheriff's office for individuals who feel threatened or taken advantage of. We provide referrals to EPS and our local Sheriff's office for individuals who feel threatened or taken advantage of. We provide referrals to individuals who need Home Health Service. We work closely with the Low Income Housing Authority referring individuals for Senior Housing. We work closely with the Low Income Housing Authority referring individuals for Senior Housing. We work with Salvation Army for Entergy Assistance in assistance with Senior Citizens by helping pay their utility bills when they have emergencies due to health problems etc. We also use Community Development Center for a referral as well. We work with Lions Club for referring seniors for help in paying for their eye glasses.

2. Explain the association between the Aging Agency and the local Aging and Disability Resource Center.

ADRC provides assistance on an as needed basis for the Senior RX program and Medicare Assistance. Cenla Area Agency on Aging is the designated agency and is invited to come on a quarterly basis to provide Public Education and more.

Service Gaps and Barriers

Provide a description of unmet needs, under-utilized services, gaps, and barriers that prevent access to services.

Caldwell Parish Council on Aging, Inc., has found to have unmet needs in the following areas:

As you know, many of the services are currently offered which is good however; we have found there are some we do not. Many times, it is not feasible due to limited funding so we attempt to find other available resources and/or take other measures to accomplish the goal.

Because of the demand for Telephoning, we will begin offering by using resources such as the Experience Works program, etc. We will work with our local Sheriff's Department to connect with Seniors/start a program to alleviate their fears. Dental care; Eye Care & Hearing for example is one area where resources are limited

due to living in a rural area. We feel Personal Care & Home Health Nurses and Nurses Aid are available resources/services we can refer Senior Citizens to. You will see in our goals and objectives how we will strive to bring in the resolutions for such.

Budget Impact

Explain how the AAA budget will be impacted by the Area Plan. Briefly describe possible funding sources. How will additional funding be obtained to close service gaps?

We do not have the funding to offer these services therefore; we plan to improvise by using resources available within our community. For instance, Telephoning will be done by applying and utilizing an employee from the Experience Works Program. We will utilize our local Sheriff's Department employees by requesting someone from their office to speak/offer education to our Senior Citizens in an effort to resolve their fears. For Dental, Eye & Hearing, we will access and bring these resources to our Senior Center by using local universities and agencies who offer these type services free. For Personal Care, Home Health Nurses and Nurses aid, we will educate as to where these services are available and how to access.

Section 6

Targeted Populations

Describe how the AAA's policies meet the need of the targeted populations. Include a review of the targeting priorities established in the OAA. Explain how the Area Agency will target specific goals as outlined in the GOEA State Plan (See GOEA Website; Documents). Identify existing target populations in the PSA and methods used to identify them. Expound on their characteristics, locations, and needs. How will they be addressed in the current Area Plan? How has this changed from the previous plan? Discuss barriers that may exist for providing services to those targeted populations, and how the AAA plans to overcome those barriers.

We will meet the need of the targeted populations such as the frail and elderly, low-income minority and socially economically and socially needy by providing a wide range of services such as Home-delivered Meals, Homemaker services, In-home respite, Information & Assistance, Outreach, Material Aide, Preventative Health Programs, Legal Services, Telephoning, etc. These populations were targeted as outlined in the latest census information and by using the survey tool. (See Census Data) We will work closely with service providers with whom we have interagency agreements such as COLTS (Minority Organization) and others and will network for that purpose.

Once again, the elderly are identified as the underserved group based on the waiting lists we maintain due to lack of funding. We also note that due to the size of the rural area, in which we live, there are many living in isolated areas which is a challenge to reach. Many of these live alone however, there are many who are caregivers as well and are not able to cook for themselves, etc. Caregivers need respite, time to themselves to recharge so they can remain healthy. Our job is to educate them as to where support groups are, assist them in locating services that are available to them.

Needs of the older person, lower-income, minority in the PSA were identified and obtained from surveys and assessments completed. This was also identified using the latest census information.

Needs of the older persons who live alone without adequate support in the PSA – Same source as above.

As always, funding is limited for Caldwell Parish Council on Aging. We will work closely with service providers with whom we have interagency agreements and use all available resources within our community for this purpose.

Section 7

Community Meetings

Caldwell Parish Area Agency on Aging

Area Plan Needs Assessment Community Meeting Record Fiscal Years 2019-2023

Date of Meeting: August 30, 2018 Location of Meeting: Senior Center – 307 Main Street, Columbia, LA

1. Describe the format and attach copies of the agenda for the meeting.

Format included the purpose of the hearing/plan, services offered by COA, gaps in services, Information about frequently asked questions about the Older American's Act, Service Criteria and Estimated Funding for GOEA Programs. Open for questions and Solicit for Comments.

2. Briefly summarize comments of those in attendance at the meeting.

Many of the seniors voiced how grateful they are and how much they enjoy getting to come into the center. Some stated the people who attended were like family members. There were no complaints other than they wanted to see more of me, LOL!

3. Indicate revisions made due to comments, if applicable.

There were no revisions made due to comments.

4. Attach a copy of the attendance list indicating attendee's name, organization or group representing minority elderly person, rural elderly person, caregiver, and/or grandparent raising grandchild, etc. Mark as: Needs Assessment Community Meeting Record

Note: A separate Community Meeting Form is required for **each** meeting held.

Section 8

RESULTS OF PUBLIC HEARING

CALDWELL PARISH AREA AGENCY ON AGING

1. Complete the following record for all Public Hearings conducted on the proposed plan.

LOCATION	DATE	# 60 + ATTEND	# SERVICE PROVID.	# ELECTED OFFICIAL	# PUBLIC OFFICIAL	# OTHERS	TOTAL # ATTEND
307 Main Street, Columbia, LA	10-24-18	25	0	0	0	3	28

Add more rows/pages as needed.

2. Briefly summarize comments of those in attendance. Some of the individuals attending stated how much they enjoyed their time coming to the Council. After hearing the talk about the criteria, etc., there were a few that wanted to get more involved in some of our services offered. All of them were just glad to have the center and be able to come and spend time eating and enjoying the company of the others.

3. Indicate needs identified through public hearings from the following: As always, we talk about things that might be something they need that we can't seem to offer and it mostly pertained to environmental modifications, etc., Many indicated they needed services that would widen their doors, etc., but modifications to their homes.

Elected Officials:

0 _____

Public Officials:

0 _____

Service providers including Entitlement Programs:

0 _____

Service Recipients:

25 _____

Older individuals:

25 _____

Specify others, such as, caretakers:

0 _____

4. Summarize comments and indicate revisions made due to comments, if applicable.

None _____

5. Specify methods and dates used in publicizing hearings.

We used our local newspaper, we also posted in local offices around town, we posted on our door, and mailed out to board members and we have put surveys and such on our website!!

6. Indicate the views of service recipients regarding general policy in the development and administration of the area plan. Seniors seemed to understand the importance and were more than happy to participate and help in filling out surveys, etc.

Section 9

Identification of Priorities

Describe the Area Agency's planning cycle priorities derived from the Needs Assessment process. Explain how the agency will meet targeting mandates. List the factors which have influenced the agency's priorities; the Area Plan goals and objectives must relate to the priorities established in this section. Some factors may include resources, number of persons served, administrative changes, and service delivery constraints.

Priorities for Area Plan are based on survey findings derived from the Needs Assessment process. The following are a list of services we will provide to Senior Citizens based on need, resources within the parish and the amount of people serve as stated in the census.

These following services will be provided over the next four (4) years. 1) I&A 2) Outreach 3) Homemaker 4) Home-delivered meals 5)Legal Assistance 6) Nutrition Education 7) Transportation 8)Material Aid 9)Wellness 10) NFCSP-Public Education 11)NFCSP-I&A 12)NFCSP-In-home Respite 13) NFCSP Material Aid 14) Telephoning (Local)

Section 10

Area Plan Goals and Objectives

AAA's objectives must address Title IIIB, Title IIIC, Title IIID, and Title IIIE services as follows: **Access Services:** Information and Assistance, Outreach, Assisted Transportation, and Case Management; **Community Based Services:** Adult Day Care, Adult Day Health, Congregate Meals, Nutrition Education and Counseling, Health Promotion & Disease Prevention, Senior Centers, Medical Medication, **In-Home Services:** Home Delivered Meals, Chore, Homemaker, Personal Care, Home repair/Modification, Sitter, Telephoning **Family Caregiver Services:** In-Home, Group and Institutional Respite, Adult Day Care, Adult Day Health Care, Individual Care Support, Individual Counseling, Support Groups, Case Management, Outreach, Information & Assistance; **Family Caregiver Supplemental Services:** Material Aid, Personal Care, Sitter, Chore, Home-Delivered Meals, Home Repair/Modification); **Ombudsman** (Awareness and Partnerships); and **Elderly Protective Services-EP**S (Awareness and Partnerships).

Category:

Narrative: How is goal related to an unmet need as determined by the Needs Survey?

Telephoning- was identified as a needed service according to surveys/assessments completed.

Goal Statement: To obtain an employee through the Experience Works Program or some other type program to address the need of loneliness.

Rationale: How will goal alleviate the need referenced above?

Staff member will contact individuals by phone on a routine basis to provide comfort and help in times of need.

Objective 1.1

Will place ad in paper advertising and outlining the new service & criteria...

Begin date - July 1, 2019. End date: July 31, 2020

Objective 1.2

Staff will begin calling individuals per list obtained through advertisement on a routine basis.

Begin date – August 1, 2019 Completion date: July 31, 2020

Personal Safety & Being Taken Advantage of - was a concern based on the surveys/assessments completed.

Goal Statement: To provide education through the use of our local Sheriff's Department. To mitigate their fears of feeling unsafe.

Rationale: How will goal alleviate the need referenced above?

Our local Sheriff 's department will come to the center on a monthly basis to provide education on proper ways of dealing with threats, fraud, and other ways in which seniors are taken advantage of. In turn this will alleviate fears and concerns.

Objective 1.1

To schedule with local Sheriff's department to outline and setup this new program

Begin date: July 1, 2019. End date: July 31,2020

Objective 1.2

To schedule a monthly date and time that is convenient with the Sheriff's Department, for this educational program.

Begin date: August 1, 2019 Completion date: July 31, 2020

Dental Care, Eye Care, Hearing Aid- was an interest that was a concern based on the surveys/assessment completed.

Goal Statement: To help fill this need, we will be contacting local universities and agencies that offer these services at no cost, to set up a date(s). (Health Fair)

Rationale: How will goal alleviate the need referenced above?

Universities and/or agencies will set up at health fair, and/or at the Council to provide these services.

Objective 1.1

To schedule with ULM/LSU/Haik-Humble eye care, to propose dates and times, they can provide these services.

Begin date: July1, 2019. End date: July 31,2020.

Objective 1.2

To follow up with ULM/LSU/Haik-Humble to confirm dates, times and the services they will be providing.

Begin Date: August 1, 2019 End date: July 31, 2020

Home Health/nurses and nurse aide-Determined to be an area of need as stated in the surveys/assessments completed.

Goal Statement: To increase knowledge/educate Senior Citizens in Caldwell Parish about services available to them.

Rationale: How will goal alleviate the need referenced above?

An at home nursing agency will come to the Senior Center, to educate the seniors on the services they offer/and how to obtain said services.

Objective 1.1

To schedule with a local at home nursing agency to set up a quarterly information seminar on services offered in area.

Begin date: July 1, 2019. End date: July 31, 2020

Objective 1.2

To raise awareness: by placing an ad in the local newspaper. That will inform the public of the seminars topic and the date and time.

Begin Date: August 1, 2019 End date: July 31, 2020

Help with personal care (bathing, dressing, eating meals, taking medicine, ect,- Seniors indicated in the assessment survey that personal care was a service vital in their community

Goal Statement: To increase awareness of programs and services offered in the area.

Rationale: How will goal alleviate the need referenced above?

This goes hand in hand with the home health, nursing and nurse aides. Several of the information seminars can be specifically geared toward personal care. We can have different agencies, along with our Nutritionist come in to talk about how importance of staying active.

Objective 1.1

To discuss with the local at home nursing agency that having one/two of their information seminar on how to take charge of your personal care needs.

Begin date: July 1, 2019. End date: July 31, 2020

Objective 1.2

To: set up a bi-monthly/quarterly, forum with an Occupational therapist on the importance of staying active.

Begin date: July 1, 2019. End date: July 31, 2020

Objective 1.3

To run an ad in the local newspaper and community web page on the upcoming forum's and seminars.

Begin Date: August 1, 2019 End date: July 31, 2020

Section 11

CALDWELL AREA AGENCY ON AGING

SUMMARY OF SERVICES UNDER THE AREA PLAN

Mark all services to be administered under the Area Plan by funding source

SERVICES TO BE PROVIDED	III B	III C	III D	III E	SENIOR CENTER	LOCAL FUNDS	IN KIND	OTHER FUNDS
Adult Day Care/Health								
Assisted Transport								
Case Management								
Chore								
Congregate Meals		X						
Home Delivered Meals		X						
Homemaker	X							
Information & Assistance	X							
Legal Assistance	X							
Nutrition Counseling								
Nutrition Education		X						
Outreach	X							
Personal Care								
Transportation	X							
Counseling								
Crime Prevention Services								
Home Repair/Modification								
Material Aid	X							
Medical Alert								
Placement Services								
Recreation						X		
Telephoning						X		
Utility Assistance						X		
Visiting								
Wellness			X					
Respite								
Sitter								

Section 12

Disaster Preparedness

Insert Disaster Plan in format specified by Compliance and Planning.

CALDWELL PARISH COUNCL ON AGING

POST OFFICE BOX 1498

COLUMBIA, LOUISIANA 71418

318-649-2584

BUSINESS CONTINUITY & DISASTER

PREPAREDNESS PLAN

Caldwell Parish Council on Aging headquarters is located at 307 Main Street, Columbia, Louisiana, 71418. If this location is not accessible, we will operate from our homes remotely. If necessary, we will work from our local courthouse.

Dottie Etheridge will serve as the Primary Crisis Manager and as the company spokesperson in the event of an emergency. She can be reached

at 318-649-6580 or 318-594-0858 with email address being dottie@caldwellcoa.org If she is unavailable or unable to manage the crisis, Monica Pauley will succeed in management. Monica can be reached at 318-649-5566 or 318-331-5544 with her email address being monica@caldwellcoa.org

Staff is instructed in the situation of any emergency to immediately dial 911. To contact emergency Police/Fire/Sheriff Department, dial 318-649-2345. Dottie Etheridge, as PCM, is responsible to notify GOEA and Homeland Security of any disaster/emergency closing. Amelia Cowart, Project Manager is responsible to notify Department of Health & Hospitals in the event of any disaster/emergency.

Chris Haik provides insurance coverage through (Arch Ins. Group) and can be reached at 337-264-7390. Board & Liability Insurance is carried through Old Republic Insurance Group.

The following man-made and natural disasters could impact our business: Pandemic, earthquakes, floods, storms, high water, wind-driven water, drought, fires, high winds or extreme fog.

The following individuals will participate in emergency planning and crisis management being: Dottie Etheridge, Monica Pauley, Robyn Rankin, Lori Maxwell, Linda Fuller, Lucinda Washington, Kristy McNaughton, Amelia Cowart and Irene Boyd.

The following people from neighboring businesses and our building management will participate on our emergency planning team being: All Law Enforcement Agencies, American Red Cross, Office of Emergency Planning, Citizen's Medical Center, Caldwell Parish Health Department and All Fire Departments. I also serve on the Caldwell Parish Relief Disaster Board.

The following is prioritized list of our critical operations, staff we will use to recover from a disaster:

Transportation – Lucinda Washington- Policy & Procedures for Safety & Security

Congregate Meals Program – Lori Maxwell

Home-delivered Meals Program – Kristy McNaughton

The Meals contractor for CCOA is Bountiful Foods, Inc., located at 1807 Pine Street, Monroe, Louisiana, Louisiana, 71201. They can be reached at 318-325-0062 with their fax number being 318-329-9006. If the company experiences a disaster, we will obtain supplies from Monroe Civic Center, Martin Luther King Drive, Monroe, Louisiana, 71201. The owner, Gail Elkin can be reached either by cell at 318-235-7992.

I have attached a copy of the Evacuation Plan for 307 Main Street, Columbia, Louisiana. We have developed plans in collaboration with neighboring businesses and building owners to avoid confusion or gridlock. We have located,

copied and posted building and site maps. Exits are clearly marked. We will practice evacuation procedures 1 time a year.

Please see the attached evacuation plan in the case of having to leave workplace quickly.

CCOA will test the Fire & Security Alarm System at least one (1) time per year.

Assembly Site is 306, 307 & 309 Main Street, Columbia, Louisiana, 71418. Assembly site manager is Lori Maxwell with Alternate being Robyn Rankin. Both will make sure everyone follows evacuation plan in an orderly fashion.

Dottie Etheridge will stand as the Shutdown Manager with Alternate being Monica Pauley. They are responsible to make sure all buildings are clear with no one being left behind. Dottie Etheridge will be responsible to issue “all clear.”

All Emergency plans will be communicated with co-workers in staff meetings and emergency drills on an annual basis.

In the event of a disaster, we will communicate with employees by using telephones, cell phones, email and through local Sheriff’s Department.

Computer software & hardware will be protected by keeping one (1) copy off site of premises (Nettech– Computer Consultants). If computers are destroyed, we will use back-up computers at

the local library and/or Sheriff's Department or from home.

Dottie Etheridge & Monica Pauley is responsible for backing up all critical files/records including payroll and accounting system.

Back-up records including a copy of this plan, site maps, insurance policies, bank account records and computer backups are stored onsite in a fire proof box.

Another set of back-up records is stored at Nettech Technologies, as an off-site location.

If our accounting and payroll records were destroyed, we will provide for continuity by

securing the services of Karen Hollis, CPA located in Delhi, Louisiana.

This business continuity and disaster plan will be reviewed in March 2019.

Section 13 – N/A

_____ Area Agency on Aging

Title III Request for Waiver of Priority Services (Optional)

Agencies may request a Waiver of Priority Services if it is demonstrated that such service(s) is/are being provided sufficiently to meet the needs in the PSA. Agencies requesting a Waiver must adhere to GOEA Policy §1141.

1. Priority Service(s) for which Waiver is requested: _____

2. Detailed rationale for Waiver Request.

3. Public Hearing record regarding Waiver Request. (See format in Section 8)

4. Assurance that supplemental service funds not utilized due to this request are allocated to the remaining priority services categories.

5. Waivers may be granted for up to 12 month periods and must be requested annually.

Section 14

Governing Board

Insert completed GOEA form PAF4012 Board Roster. See Tools.

See Attached

Section 15

Advisory Council

Area Agency on Aging Advisory Council Membership

NAME	ADDRESS	NAME OF AGENCY GROUP REPRESENTED
Brian Hall	2400 Cypress Street, West Monroe, LA 71291	Wal-Mart Pharmacist (Healthcare)
Brenda Ellerbe ***	P.O. Box 118 Columbia, LA 71418	60+ Population
Belinda Meredith ***	P.O. Box 1793 Columbia, LA 71418	60+ Population
Penny Robinson	P.O. Box 1749 Columbia, LA 71418	Caldwell Bank –General Public & Minority
Eddie Neitz	P.O. Box 268 Columbia, LA 71418	State Farm Insurance General Public
Shelly Odom	760 Parker Road Grayson, LA 71435	General Public
**Mike Oram	244 Central Street Columbia, LA 71418	60+ Population

Use an asterisk (*) to indicate persons 60 +. Use two asterisks (**) to indicate Chairperson.
Use three asterisks (***) to indicate Chairperson 60 +.

Indicate number of members in each of the following categories:

Category	Number	Category	Number
60+ population		Elected officials	
Clients of Title III services		General public	
Representatives of older persons		Representatives of health care provider organizations (Includes veterans' health care if there is a V.A. facility in your area)	
Representatives of minority elderly		Representatives of supportive services provider organizations	

Section 16

ASSURANCES

STANDARD ASSURANCES UNDER THE OLDER AMERICANS ACT (PROVISION OF ASSURANCES BY AREA AGENCIES ON AGING)

The Older Americans Act of 1965, as amended (42 U.S.C., Section 3001, et. seq. hereafter referred to as the Act), requires each Area Agency on Aging to provide assurances that it will develop a plan and carry out a program in accordance with the plan. Each Area Agency on Aging must comply with the following provisions of the Act and written policies, procedures or agreements, as appropriate, must be on file in the Area Agency on Aging office and available for review and approval by Office of Elderly Affairs officials.

- Sec. 306(a)(6)(E)(F)(G) Procedures for Coordination with Program Listed in Sec. 203(b) of the OAA
- Sec. 306(a)(7) Policy for the Coordination of Community-Based Long Term Care
- Sec. 306(a)(8) Policy Regarding Coordinating of Case Management Services
- Sec. 306(a)(9) Policy to Carry Out the Long-Term Care Ombudsman as Described in Section 307(a)(9)
- Sec. 306(a)(10) Policy for a Grievance Procedure for Older Individuals That are Dissatisfied or Denied a Service Under This Title.

- Sec. 306(a)(11)(A)(B)(C) Policy to Provide or Coordinate Services for Older Native Americans Under This Title With Services Provided Under Title VI
- Sec. 306(a)(12) Procedure to Coordinate Services with Other Federally Assisted Programs as Described in Section 202(b)
- Sec. 306(a)(13)(A)(B)(C) Provide assurances that area agency will maintain the integrity and public purpose of services, provide identity of contracts, demonstrate that the quantity and quality of the services are enhanced as a result of such contract or relationship.
- Sec. 306(a)(14) Assurance is given that preference in receiving Title III services will not be given to any individual as a result of a contract or commercial relationship that is not to implement Title III.
- Sec. 306(a)(15) Provide assurances regarding use of funds
- Sec. 306(a)(16) Self Directed Care
- Sec. 306(a)(17)(a)(b)(c)(d)(e)(f) Emergency Preparedness, Waiver Request Due to Adequate Supply, State Agency May Enter Into Agreements to Administer Programs, Legal Assistance Privacy Requirements, and State Agency Withholding of Funds as a Result of Failure to Comply

The Caldwell Parish Area Agency on Aging agrees to adhere to the Assurances listed above in accordance with all rules and regulations specified under the Act, as amended, and are hereby submitted to the Governor's Office of Elderly Affairs.

AREA AGENCY DIRECTOR

DATE

The Area Agency Advisory Council on Aging has had the opportunity to review and comment on the Area Plan on Aging.

CHAIRPERSON, ADVISORY COUNCIL

DATE

The governing body of the Area Agency has reviewed and approved the Area Plan on Aging.

CHAIRPERSON, BOARD OF DIRECTORS

DATE

FORM HHS 690 (Assurance of Compliance)

Section 17

VERIFICATION OF INTENT

Caldwell Parish Area Agency on Aging

This Area Plan on Aging for the period July 1, 2019, through June 30, 2023 includes all assurances and provisions required by the 2000 Older Americans Act Amendments (the Act).

The Area Agency on Aging identified will assume full authority to develop and administer the Area Plan in accordance with all requirements of the Act and related State policy. In accepting this authority the area agency agrees to be the leader relative to all aging issues on behalf of all older persons in the planning and service area (PSA). This means that the area agency shall proactively carry out, under the leadership of the Governor's Office of Elderly Affairs, a wide range of functions related to advocacy, planning, coordination, inter-agency linkages, information sharing, brokering, monitoring and evaluation designed to lead to the development and enhancement of a comprehensive and coordinated community based system to serve each community in the PSA. This system shall be designed to assist older persons in leading independent, meaningful lives in their own homes and communities as long as possible.

CERTIFICATION

This Area Plan on Aging has been developed in accordance with all rules and regulations specified under the Act, as amended, and is hereby submitted to the Governor's Office of Elderly Affairs for approval.

AREA AGENCY DIRECTOR

DATE

The Area Agency Advisory Council on Aging has had the opportunity to review and comment on the Area Plan on Aging.

CHAIRPERSON, ADVISORY COUNCIL

DATE

The governing body of the Area Agency has reviewed and approved the Area Plan on Aging.

CHAIRPERSON, BOARD OF DIRECTORS

DATE

Section 18

Needs Assessment Surveys and Tally Forms

COMMUNITY AGENCY NEEDS ASSESSMENT SURVEY

Name:	Daytime Phone Number:
Address	

We are obtaining information that will be used to determine the needs of elderly persons (60+) in our community. We are seeking your input as a public/private provider on the needs that your agency encounters. Your answers will be compiled and kept confidential.

Please mail or fax this survey to:
Area Agency on Aging
123 Main Street
Baton Rouge, LA
Phone: 225 123 4567
Fax: 225 123 1238

1. What services does your agency provide to persons over 60 years of age or older?

2. On average, how many older persons does your agency serve per year? _____

3. Of that number, approximately what percentage is:

_____ % low-income _____ % minority _____ % rural-residing

4. Are you able to serve all older persons who request assistance from you?

Yes No

5. List any services that you provide that are needed in greater supply.

6. Are there any areas of the parish and/or region that you cannot reach with your services?

Yes No If yes, please give details: _____

7. Are you aware of the services provided by _____ Council on Aging?

Yes No

8. List any services you would find valuable that the AAA does not currently offer.

9. **Optional:** Would you like the Council on Aging to contact you about services available for senior adults and their caregivers? Yes No

Please continue on other side → 29

As you answer, mark a in the box that corresponds to your response.

10. Please tell us how essential each of the following services are for helping older persons and those with disabilities in your region.	Very	Quite a bit	A little	Not At All
a. Personal Care (help bathing, dressing, eating meals, taking medicine, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Companion/Sitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Adult Day Service (all day supervision and help in a community setting)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Homemaker/Housework Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Respite Care (personal care provided to individuals to give caregiver a break)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Emergency Call System (LifeLine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Telephone Reassurance (contacting frail persons by telephone regularly)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Home-Delivered Meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Home health/ nurses and nurses aide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Help with purchasing medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Dental Care/Dentures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Minor home renovations/repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Yard work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Energy Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Public Senior Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Rental Subsidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Assistance with completing Medicare and insurance forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Assistance with applying for benefits and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Transportation (grocery store, doctor's office, pharmacy, or other errands)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t. Transportation to the Senior Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u. Learning computer basics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v. Learning to read/write	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w. Recreation (exercise, dancing, crafts, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x. Day trips to museums, historical sites, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y. Legal Assistance and representation (wills, power of attorney, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z. Crime issues, scams, fraud, personal safety, and safety education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa. Information and assistance and outreach visits to the homes of seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
bb. Congregate meals at a community center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cc. Health screenings (blood pressure checks, diabetes monitoring, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dd. Support groups for issues such as grief, loss, or caregiving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ee. Information on health issues and new medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ff. Counseling (depression, coping with loss, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNITY AGENCY NEEDS ASSESSMENT TALLY

1. What was the total number of surveys distributed? _____
2. What was the total number of responses received? _____

How many community agencies listed each item as essential? Please put the corresponding number next to each service.	Very	Quite a bit	A little	Not At All
a. Personal Care (help bathing, dressing, eating meals, taking medicine, etc.)				
b. Companion/Sitter				
c. Adult Day Service (all day supervision and help in a community setting)				
d. Homemaker/Housework Services				
e. Respite Care (personal care provided to individuals to give caregiver a break)				
f. Emergency Call System (LifeLine)				
g. Telephone Reassurance (contacting frail persons by telephone regularly)				
h. Home-Delivered Meals				
i. Home health/ nurses and nurse's aid				
j. Help with purchasing medications				
k. Dental Care/Dentures				
l. Minor home renovations/repairs				
m. Yard work				
n. Energy Assistance				
o. Public Senior Housing				
p. Rental Subsidy				
q. Assistance with completing Medicare and insurance forms				
r. Assistance with applying for benefits and programs				
s. Transportation (grocery store, doctor's office, pharmacy, or other errands)				
t. Transportation to the Senior Center				
u. Learning computer basics				
v. Learning to read/write				
w. Recreation (exercise, dancing, crafts, etc.)				
x. Day trips to museums, historical sites, etc.				
y. Legal Assistance and representation (wills, power of attorney, etc.)				
z. Crime issues, scams, fraud, personal safety, and safety education				
aa. Information and assistance and outreach visits to the homes of seniors				
bb. Congregate meals at a community center				
cc. Health screenings (blood pressure checks, diabetes monitoring, etc.)				
dd. Support groups for issues such as grief, loss, or caregiving				
ee. Information on health issues and new medications				
ff. Counseling (depression, coping with loss, etc.)				

List all services that are needed in greater supply by the community agencies.

List all services the community agencies would find valuable that the AAA does not currently offer.

LOUISIANA SENIOR NEEDS ASSESSMENT

Name _____ Address _____

Daytime Phone Number _____

As you answer, mark a in the box that corresponds to your response.

Please return the survey by _____ in the postage-paid envelope provided. Thank you.

1. Please mark all that apply:

- | | |
|---|--|
| <input type="checkbox"/> I am answering for myself | <input type="checkbox"/> I am answering for someone I care for |
| <input type="checkbox"/> I am helping someone I care for answer | <input type="checkbox"/> I am over 55 years old |
| <input type="checkbox"/> I am disabled | <input type="checkbox"/> I am a caregiver |

2. Do you receive services from the Council on Aging (COA) or Aging and Disability Resource Center (ADRC) in your area? Yes No

3. How important are the following to help keep you where you are right now?	Very	Quite a bit	A little	Not At All
a. Knowing what services are available and how to get them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Information or help applying for health insurance or prescription coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Transportation to the Senior Center, store, doctor's office, pharmacy, or other errands.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Learning to read/write, computer basics, or other classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Having a meal with my friends or others like me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Taking part in fun activities (such as crafts, music, games) with others like me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Getting the exercise that is good for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Exercising, dancing, walking classes or groups with others like me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Having someone to talk to when I feel lonely. (Telephone Reassurance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Information on how to eat healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Having someone bring a meal to my home every day (Home delivered Meals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Help keeping my home clean. (Homemaker/Housework Services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Respite Care (personal care provided to individuals to give caregiver a break)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Help with personal care (bathing, dressing, eating meals, taking medicine, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Information on health issues and new medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Having someone help me with my prescription medicine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Keeping warm or cool as the weather changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Preventing falls and other accidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Help making choices about future medical care and end of life decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t. Someone to protect my rights, safety, property or dignity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u. Someone to call when I feel threatened or taken advantage of	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v. Modifications to my home so that I can get around safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w. A senior center that is close to my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x. Help with health problems and alcohol/drugs/smoking cessation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y. Home health/nurses and nurses aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z. Dental Care (Dentures), Eye Care (eyeglasses), Hearing Aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa. Rental Assistance and/or Energy Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
bb. Low interest loans or grants to renovate or purchase a home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cc. Assistance with public senior housing and/or assisted living facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dd. Assistance with writing checks, bill payments, and budgeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ee. Assistance with completing Medicare & Insurance forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ff. Assistance with applying for benefits and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Do you have a medical (physical, mental, or emotional) condition that (mark all that apply)			
<input type="checkbox"/>	Limits your ability to dress, bathe, or get around inside your home	<input type="checkbox"/>	Makes it difficult to see or hear
<input type="checkbox"/>	Makes it difficult to walk, climb stairs, reach, lift or carry things	<input type="checkbox"/>	Makes it hard to go outside alone
<input type="checkbox"/>	that has made it difficult for you to work at a job or business	<input type="checkbox"/>	None of these

5. How much do you need help paying for the following:	Very	Quite a bit	A little	Not At All
a. Utilities or an unexpected bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Dental Care and/or Dentures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Hearing Exam and/or Hearing Aids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Paying for an Eye Exam and/or eyeglasses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Health insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Help paying for healthy food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Medical Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Prescriptions or prescription drug coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please tell us about yourself (If you are a caregiver, answer about the person you care for).	
Gender <input type="checkbox"/> Female <input type="checkbox"/> Male	What parish do you live in? _____ Education <input type="checkbox"/> Less than high school <input type="checkbox"/> High school diploma/GED <input type="checkbox"/> Some College or Associates degree <input type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Advanced/Graduate degree
Race <input type="checkbox"/> Black or African American <input type="checkbox"/> White or Caucasian <input type="checkbox"/> Native American <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Other (specify): _____	What is your monthly household income? <input type="checkbox"/> Less than \$695 <input type="checkbox"/> \$696-\$937 <input type="checkbox"/> \$938-\$1,178 <input type="checkbox"/> \$1,179-\$1,420 <input type="checkbox"/> More than \$1,421
Marital Status <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed <input type="checkbox"/> Domestic Partner	How many people are supported by this income? One Two Three Four or More <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
What year were you born? 19__ __	

7. CAREGIVER: Please answer if you are responsible for the care of one or more persons who are over 60, have a disability, or a minor (under 18).		Strongly Agree	Agree	Disagree	Strongly Disagree
a. I need help paying for services the person I care for needs.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I need help locating services for the person I care for		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I would like training on caring for someone at home		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I need somewhere for the person I care for to be during the day		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I sometimes need temporary relief from my caregiver duties (respite)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Of the persons you care for, how many are:					
	Over 60 years old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Has a disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Both elderly and disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Child under 18 years old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Optional: Would you like the Area Agency to contact you about services available for senior adults and their caregivers? Yes No

LOUISIANA SENIOR NEEDS ASSESSMENT TALLY

1. Of surveys returned, how many marked:

- _____ I am answering for myself
- _____ I am answering for someone I care for
- _____ I am helping someone I care for answer
- _____ I am over 55 years old
- _____ I am disabled
- _____ I am a caregiver

2. How many respondents receive services from the AAA/COA or ADRC? _____

Yes _____ No _____

3. How many respondents marked each?	Very	Quite a bit	A little	Not At All
a. Knowing what services are available and how to get them				
b. Information or help applying for health insurance or prescription coverage				
c. Transportation to the Senior Center, store, doctor's office, pharmacy, or errands.				
d. Learning to read/write, computer basics, or other classes				
e. Having a meal with my friends or others like me				
f. Taking part in fun activities (such as crafts, music, games) with others like me				
g. Getting the exercise that is good for me				
h. Exercising, dancing, walking classes or groups with others like me				
i. Having someone to talk to when I feel lonely. (Telephone Reassurance)				
j. Information on how to eat healthy				
k. Having someone bring a meal to my home every day (Home delivered Meals)				
l. Help keeping my home clean. (Homemaker/Housework Services)				
m. Respite Care (personal care provided to individuals to give caregiver a break)				
n. Help with personal care (bathing, dressing, eating meals, taking medicine, etc.)				
o. Information on health issues and new medications				
p. Having someone help me with my prescription medicine				
q. Keeping warm or cool as the weather changes				
r. Preventing falls and other accidents				
s. Help making choices about future medical care and end of life decisions				
t. Someone to protect my rights, safety, property or dignity				
u. Someone to call when I feel threatened or taken advantage of				
v. Modifications to my home so that I can get around safely				
w. A senior center that is close to my home				
x. Help with health problems and alcohol/drugs/smoking cessation				
y. Home health/nurses and nurse aide				
z. Dental Care (Dentures), Eye Care (eyeglasses), Hearing Aid				
aa. Rental Assistance and/or Energy Assistance				
bb. Low interest loans or grants to renovate or purchase a home				
cc. Assistance with public senior housing and/or assisted living facilities				
dd. Assistance with writing checks, bill payments, and budgeting				
ee. Assistance with completing Medicare & Insurance forms				

ff. Assistance with applying for benefits and programs

4. How many respondents marked: have a medical (physical/mental/emotional) condition that			
	Limits your ability to dress, bathe, or get around inside your home		Makes it difficult to see or hear
	Makes it difficult to walk, climb stairs, reach, lift or carry things		Makes it hard to go outside alone
	that has made it difficult for you to work at a job or business		None of these

5. How many respondents marked each?				Very	Quite a bit	A little	Not At All
a.	Utilities or an unexpected bill						
b.	Dental Care and/or Dentures						
c.	Hearing Exam and/or Hearing Aids						
d.	Paying for an Eye Exam and/or eyeglasses						
e.	Health insurance						
f.	Help paying for healthy food						
g.	Medical Care						
h.	Prescriptions or prescription drug coverage						

7. How many respondents marked each:

8. CAREGIVER: Show how many respondents replied for each				Strongly Agree	Agree	Disagree	Strongly Disagree
g.	I need help paying for services the person I care for needs.						
h.	I need help locating services for the person I care for						
i.	I would like training on caring for someone at home						
j.	I need somewhere for the person I care for to be during the day						
k.	I sometimes need temporary relief from my caregiver duties (respite)						
l.	Of the persons you care for, how many are:			None	One	Two	3 +
	Over 60 years old						
	Has a disability						
	Both elderly and disabled						
	Child under 18 years old						

Tools

Area Plan:

Area Plan Guide: Instruction and Helpful Hints Packet

Sample Sign in Sheet for Public Hearing

Goal development and tracking

 SMART Goal and Objective Development technique

 Goal Enforcer Software Info Sheet

 Helpful Websites for Area Plan and Goal Development

Board Roster Certification Form PAF 4010

Blank Board Roster Form PAF 4012