

Four Year Area Plan

CAJUN AREA AGENCY ON AGING, INC.

July 1, 2015 through June 30, 2019



Cajun Area Agency on Aging

www.cajunaaa.org

Prepared By

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SUBMITTAL PAGE

() 4 - Year Plan for July 1, 2015 - June 30, 2019

() 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 Cajun Area Agency on Aging planning and service area. The Cajun 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 **Executive Summary**

The Cajun Area Agency on Aging, Inc. is mandated by the Louisiana Governor's Office of Elderly Affairs to produce a four year "Area Plan" for aging services. The plan is required to: 1) assess the present and projected needs of older adults, 2) establish local priorities in concert with State and Federal requirements, 3) develop appropriate objectives, and 4) identify related budgetary implications. If approved by the Governor's Office of Elderly Affairs the plan will become effective July 1, 2015.

In developing this plan, Cajun Area Agency solicited input from board, staff, service providers, and the community. The dialogue helped to identify the needs and trends likely to affect older adults and shaped the plan's objectives. In addition to meeting state requirements, the plan also provides information to the public about needs and problems facing older adults, the range of services currently available, and important related issues. The plan serves as an introduction to Cajun Area Agency and the aging network and as a resource with information which can be used for needs identification, and program development. Cajun Area Agency staff will continue to work with service providers and others in the community to better identify issues and needs that should be addressed and information that should be included in the plan.

Cajun Area Agency's mission has been to improve the quality of life of older adults and to assist those individuals in achieving maximum levels of health, independence and productivity. Special consideration is given to assuring services for those with the greatest social and economic needs.

Findings and Outcomes

New and emerging issues:

Food and Nutrition

- Affordability for individuals living on a fixed income
- Support for nutrition and meal services

Health Care

- Costs of prescription drugs
- Difficulties locating Medicare and Medicaid providers

Family Caregiving

- Growing number of adult children and relatives juggling work and parent care responsibilities
- Growing number of grandparents caring for grandchildren

Recurrent Issues:

- Access to service information
- Transportation
- Affordable and Accessible Housing

Section 2

Cajun Area Agency on Aging, Inc. is made up of eight parishes in south central Louisiana and is the fastest growing region of the state. "Acadiana," a region steeped in unique traditions and heritage, offers a rich and diverse culture, a quality of life second to none. With a population of over half a million people, there is an opportunity for all. The heart of Acadiana lies at the intersections of Interstates 10 and 49. The region has commercial and industrial airports, port facilities and railways throughout. Extensive educational opportunities are available including a four-year university - University of Louisiana at Lafayette, a two-year university - Louisiana State University at Eunice and South Louisiana Community College. Acadiana's culture presents many venues to celebrate the diversity of the area, including festivals such as Mardi Gras and Festival International. Recreational activities in the region include golfing, fishing, hunting, swamp tours, museums and shopping. Cajun Area Agency on Aging is located in the center of its service area. Having a centralized location allows the agency to administer the region with ease. Cajun Area Agency's Planning and Service Area is considered mostly urban in that surrounding parishes are incorporated into the Lafayette Parish SMSA.

Acadia Parish was settled by exiled Acadians who received land grants from the Spanish government. Mostly rural in nature, the parish is largely agricultural producing rice, soybeans and crawfish. Evangeline Parish has a population of over 35,000 and the incorporated towns range in size from 9,000 people in Ville Platte to about 400 in Chataignier and Turkey Creek. This parish is rural in nature and is also home to the State Arboretum and is a place to relax and enjoy the outdoors. Iberia Parish is located in the middle of a unique cultural region known as Acadiana, a name derived from French-Canadian "Acadians," who were exiled from their homeland of Nova Scotia in the late 1700s. In 1779, a group of about 500 Spanish settlers moved from Spain to Louisiana, and founded the city of "New Iberia," named after their Iberian Peninsula. Today, Iberia Parish is made up of 1,031 square miles: 575 square miles of land, and 456 square miles of water. In addition to New Iberia, five separate communities are all located within Iberia Parish: Jeanerette, Delcambre, Loreauville, Lydia and Coteau. St. Landry Parish is the site of one of the oldest European settlements in Louisiana, le Poste des Opelousas, an administrative territory established by the French government in 1720. With its dramatic history and diverse cultures, St. Landry Parish boasts a difference, which few, if any, places in America can claim today. The influences here--Native American, European, African, Acadian, American--have mixed and matched for almost three centuries to produce the rich and colorful experience that is St. Landry Parish today. With a population of approximately 53,000, St. Martin Parish is part of the Lafayette MSA and sits at the corridor of both Interstate 10 and U.S. Highway 90. St. Martin Parish is the only parish to have non-contiguous parts, in that, there are three major geographical areas dividing the 740 square mile parish, including the Atchafalaya Basin, the prairie, and the Bayou Teche area, on which several major cities, including the parish seat of St. Martinville, are located. Created in 1811, St. Mary Parish was originally part of the Attakapas District and St. Martin Parish. In the midst of French culture, exploration, and settlement during the late eighteenth century, St. Mary bears the distinction of being a primarily Anglo-Protestant settlement in the midst of French-Catholic Acadiana. Their dominance in the region is evident in the non-French towns of Franklin, Baldwin, and Patterson. These early settlers, mostly a wealthy planter class, found the soil and climate ideal for growing sugarcane, and they transformed the existing small farms producing indigo and cotton into some of Louisiana's earliest sugar plantations. By 1840, St. Mary Parish was recognized as one of the state's major shippers of sugar. St. Mary Parish is also home to the Chitimacha Indian Reservation and Museum. Located along the Gulf Coast in south central Louisiana, Vermilion Parish is truly considered a "sportsman's paradise." Rich in natural beauty and resources, the land is a blend of prairie lands and winding bayous, coastal marshes, agricultural landscapes and unique, cultural communities. The only urban parish, Lafayette Parish, the heart of Acadiana and the unofficial capital of Cajun Country, with its gleaming present belies an exciting and captivating past. Lafayette is a metropolis which displays an extraordinary mixture of tradition and progressiveness. Having a rich French heritage blended with Spanish, American, Indian and African influences, the city represents a colorful combination of lifestyles. Lafayette Parish lies 15 miles west of the Atchafalaya Basin and 35 miles north of the Gulf of Mexico and exhibits the subtropical climate typical of South Louisiana. The city is situated in a geographical area of forests and prairies interlaced with bayous, swamps and marshes and is home to 225,000 people.

Focal Points

A community, for the purpose of designating focal points, is an area where older adults can locate supportive and nutrition services available in order to help them remain an active part of their “community”.

Community	Focal Point	Services	Co-Located Services
Acadia Parish/Crowley Rayne Church Point	Council on Aging/Meal Site/Senior Ctr 824 E First St Crowley, LA 70526 Meal Site Gossen Memorial Lane Rayne, LA 70578 Meal Site 106 Tan Street Church Point, LA 70525	Title III, Senior Center Title III C Title III C	Title III D
Evangeline Parish Mamou Ville Platte Basile Ville Platte	Council on Aging 1000 N Reed Street Ville Platte, LA 70586 Meal Site 909 Cherry Street Mamou, LA 70554 Meal Site/Senior Center 1001 N Reed Street Ville Platte, LA 70586 Meal Site 105 E Railroad Street Basile, LA 70515 Meal Site 955 W Dardeau Ville Platte, LA 70586	Title III, Senior Center Title III C Title III C, Title III & Senior Center Title III C Title III C	DOTD 5311, 5310, Title V
Iberia Parish New Iberia Jeanerette Loreauville	Council on Aging 126 W Washington New Iberia, LA 70560 Meal Site/Senior Ctr 415 Center Street New Iberia, LA 70560 Meal Site Ward 8 Recreational Ctr Jeanerette, LA 70544 Meal Site St. Theresa Hall Loreauville, LA 70552	Title III, Senior Center Title III & Senior Center Title III C Title III C	DOTD 5310
Lafayette Parish Carencro Broussard Youngsville	Council on Aging 160 Industrial Parkway Lafayette, LA 70508 Meal Site 125 Ola Carencro, LA 70520 Meal Site/Senior Ctr 203 E Second Street Broussard, LA 70518 Meal Site 201 Church Street Youngsville, LA 70592	Title III & Senior Center Title III C Title III & Senior Center Title III C	

Cajun Area Agency on Aging, Inc. Area Plan FY 2016-2019

St. Landry Parish/Opelousas	Council on Aging/Senior Center/Meal Site 2419 Hwy 1244 Opelousas, LA 70570	Title III & Senior Center	
Eunice	Meal Site/Senior Center 501 Samuel Drive Eunice, LA 70535	Title III & Senior Center	
Melville	Meal Site 353 Comeaux Alley Melville, LA 71353	Title III C	
Port Barre	Meal Site Fire Station Port Barre, LA 70577	Title III C	
St. Martin Parish/Breaux Bridge	Council on Aging/Meal Site/Senior Center 391 Cannery Road Breaux Bridge, LA 70517	Title III & Senior Center	DOTD 5311, 5310
St. Martinville	Meal Site 121 New Market Street St. Martinville, LA 70582	Title III C	
St. Mary Parish	Council on Aging 500 Main Street Franklin, LA 70538	Title III, & Senior Center	DOTD 5311, 5310
Franklin	Meal Site/Senior Center 300 Iberia Street Franklin, LA 70538	Title III & Senior Center	
Morgan City	Meal Site 301 3 rd Street Morgan City, LA 70380	Title III C	
Patterson	Meal Site 108 Park Street Patterson, LA 70392	Title III C	
Vermilion Parish/Abbeville	Council on Aging/Meal Site/Senior Center 1928 Graceland Ave Abbeville, LA 70510	Title III & Senior Center	DOTD 5311, 5310
Erath	Meal Site 608 Lahasky Street Erath, LA 70533	Title III C	
Gueydan	Meal Site 406 Wilkinson Street Gueydan, LA 70542	Title III C	
Kaplan	Meal Site/Senior Center 513 Cushing Avenue Kaplan, LA 70548	Title III & Senior Center	

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Summary of the Needs Assessment

The purpose of the Four Year Plan is to develop the course that will guide the Cajun Area Agency on Aging in making its funding and service decisions over the four year period. In order to receive input on the changing needs of older adults in the planning and service area the following processes were employed: the agency held a series of public hearing in each parish in the planning and service area; consumer surveys; professional surveys and community meetings. Due to the cost of advertising, the agency sent out notices to the current providers and requested the notice be posted in each facility utilized by consumers as well as publishing it on the agency's website.

Surveys were distributed to consumers of senior services by the current providers of Cajun Area Agency on Aging. Overall, the top three needs of those consumer respondents living in the planning and services area were transportation, personal care assistance/sitter and assistance with purchasing medications. Social Service Providers indicated personal care assistance/sitter, home delivered meals and help with purchasing medications as the top three needs. The overriding theme and finding among consumers and service providers was a need for in-home services. Another prominent need stressed by providers was a need for a user friendly information, referral and systems navigation for older adults and their families. Concerns about fragmented services and difficulty obtaining information about services and benefits was expressed.

Cajun Area Agency on Aging, Inc., will target the most vulnerable older adults in the planning and service area for all provided services. The most vulnerable are defined as follows by the Older Americans Act (Section 306 (4)(A)(i)(I):

1. Older individuals residing in rural areas.
2. Older individuals with the greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
3. Older individuals with the greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
4. Older individuals with severe disabilities.
5. Older individuals with limited English proficiency.
6. Older individuals with Alzheimer's disease and related disorders with neurological dysfunction (and caregivers or such individuals) and
7. Older individuals at risk for institutional placement.

Funding priorities will be based on targeting the above groups. Priority will be given to programs that serve one or more of the most vulnerable populations.

Conclusion: Seniors who use services provided through the Older Americans Act are satisfied with their situation. However, many would appreciate more services if possible. Providing a more "user-friendly" system of information dissemination would assist those currently not receiving services.

Description of Priority Groups

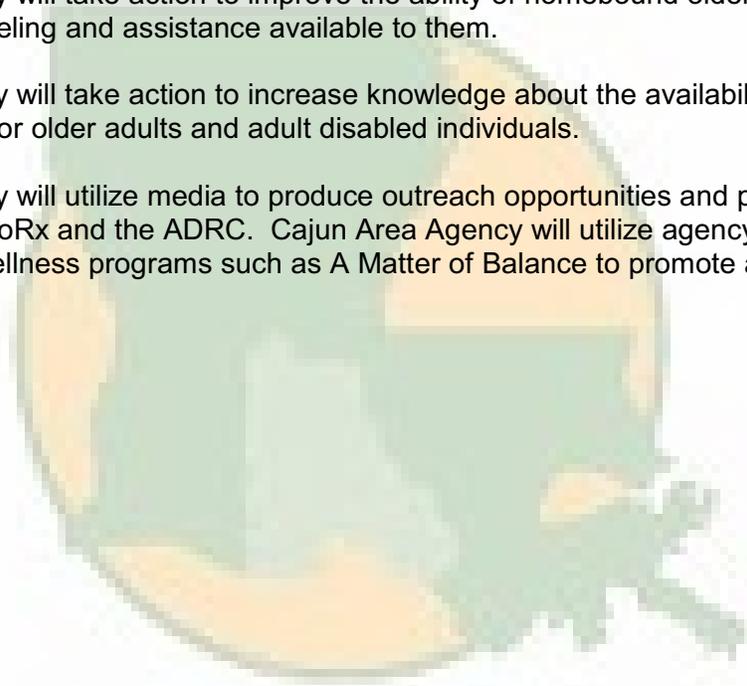
Cajun Area Agency's Area Plan, as a result of the needs assessment process, recognizes the mandated Older Americans Act priority groups.

Cajun Area Agency will seek new sources of funding, partners and resources to expand services and benefits; distribute materials; provide additional services to those with greatest economic and social need, limited English proficiency and minorities.

Cajun Area Agency will take action to improve the ability of homebound older adults to access information, counseling and assistance available to them.

Cajun Area Agency will take action to increase knowledge about the availability of services to individuals caring for older adults and adult disabled individuals.

Cajun Area Agency will utilize media to produce outreach opportunities and publicize services offered by LA SenioRx and the ADRC. Cajun Area Agency will utilize agency staff to provide evidence based wellness programs such as A Matter of Balance to promote a lifestyle that is safe and healthy.



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Section 3
CAJUN AREA AGENCY ON AGING, INC.

MISSION and HISTORY

Cajun Area Agency on Aging, Inc. is a non-profit corporation established in 1987 as the area agency on aging for Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary and Vermilion Parishes. The agency receives state and federal funds for aging services through the Louisiana Governor's Office of Elderly Affairs. The agency exists to identify the needs of older persons and to coordinate agreements for the delivery of services. The agency administers federal and state dollars through contractual agreements with service providers in an eight-parish planning and service area.

Cajun Area Agency's mission has been to improve the quality of life of older adults and to assist those individuals in achieving maximum levels of health, independence and productivity. Special consideration is given to assuring services for those with the greatest social and economic needs.

Cajun Area Agency on Aging, Inc. carries out its mission by funding subcontractors to provide congregate and home delivered meals, transportation, legal assistance, homemaker, nutrition education, wellness, information and assistance, outreach, respite, and sitter services. Through the receipt, these community - based supportive and nutrition services allow individuals to live in their own homes and communities as long as possible. Cajun Area Agency on Aging, Inc. also provides leadership, planning, assessing and monitoring services to older adults in the designated planning and service area.

With 27 years experience, Cajun Area Agency on Aging, Inc. is serving more than 10,000 older persons with its services and programs. To better serve its constituents, Cajun Area Agency has renewed its commitment to improve its ability to reach out, plan and implement services collaboratively with consumers, subcontractors and other potential contributors to the aging system.

SOURCES OF FUNDING

As an area agency, most of the funding is allocated by the Louisiana Governor's Office of Elderly Affairs from the Older Americans Act. The office determines allocations for each of the area agencies using a population-based funding formula which takes into account: population aged 60 and over; population aged 60 and over below the Bureau of the Census poverty threshold; population aged 75 and over; and land area in square miles. This allocation is distributed annually at the beginning of the state's fiscal year (July 1). The funding formula, which is subject to state and federal funding parameters, is used to maintain a basic array of community and in-home services provided by the aging network.

In addition to Older Americans Act funding, the Louisiana Governor's Office of Elderly Affairs provides other grant funds. Generally, these funds have designated uses and cannot be shifted to other services. They include funds from the U.S. Department of Agriculture for subsidized meal costs, state transportation and homemaker funds, state meals and state home-delivered meals, Louisiana SenioRx Pharmaceutical Program, LTC Ombudsman Program, the Aging and Disability Resource Center Program and, from time to time, the office provides funding for the Medicare Improvements for Patients and Providers Act, which Medicare more affordable for low income seniors and people with disabilities.

ORGANIZATIONAL STRUCTURE

Cajun Area Agency's Director, reports to the Board of Directors, serves as the administrative officer of the agency, and is responsible for its day-to-day operation. The Director oversees the operational aspects, planning and development, and contractual management of the agency's nutrition, long term care ombudsman and supportive services programs, as well as its LA SenioRx and Aging and Disability Resource Center Programs [ADRC].

The agency employees eight individuals who manage, coordinate and administer subcontracted community services such as congregate and home-delivered meals, transportation, legal assistance, health promotion, recreation, information and assistance, education, wellness, and ombudsman services. The agency also administers the Louisiana SenioRx and Aging and Disability Resource Center Programs [ADRC].

The Director is responsible for the agency's contracting process, coordinating the development of the budget and service objectives, program development, marketing, research, government and legislative relations and evaluation activities of the agency.

ROLE OF THE ADVISORY COUNCIL

In addition to the sixteen member Board of Directors, the agency is guided by an Advisory Council. The Council is composed of sixteen members, at least two-thirds of whom must be older persons. The Council includes members who are service recipients, older community residents, members of the general public, and elected officials. One purpose of the Council is to review, approve and update the area plan. The Council reviews and comments on other agency programs and activities throughout the year.

ROLE OF OTHER PUBLIC AND PRIVATE PROVIDERS

Cajun Area Agency on Aging, Inc. is the largest single funding source for aging services in the parishes of Acadia, Evangeline, Iberia, Lafayette, St. Landry, St.

Martin, St. Mary and Vermilion. Through its contractual relationships with community agencies, the agency attempts to coordinate the provision of a wide array of services as well as create standards for service provision.

Cajun Area Agency on Aging, Inc. has membership in numerous service organizations. These organizations consist of representatives from aging and other human services providers, advocacy groups, community planning agencies and local government. A partial list of these groups includes the Lafayette Aging Network, Lafayette Social Services Association, Cajun Directors Association, Acadiana District Senior Games, Entergy Power to CARE, Louisiana Aging Network Association, Elderly Protective Services Coordinating Council - Iberia Parish District Attorney, National Association of Area Agencies on Aging, National Council on Aging Association, and the Alliance for Information and Referral Services.

As the above associations indicate, Cajun Area Agency is involved in a variety of efforts representing long term care, social services, energy, protective services, and health care interests.

**SERVICES FUNDED BY CAJUN AREA AGENCY ON AGING, INC.
July 1, 2014 - June 30, 2015**

Community Programs and Services

Community Focal Points operated by a network of community based agencies throughout the planning and service area offer socialization, recreation, health activities, nutrition education, congregate and home delivered meals, homemaker, information and assistance, outreach, transportation, material aid, medical alert, telephoning, medication management, and visiting. Cajun Area Agency on Aging, Inc. funded 10 community-based agencies, 31 nutrition sites and 10 multi-purpose senior centers, reaching 9,152 older adults during fiscal year 2014.

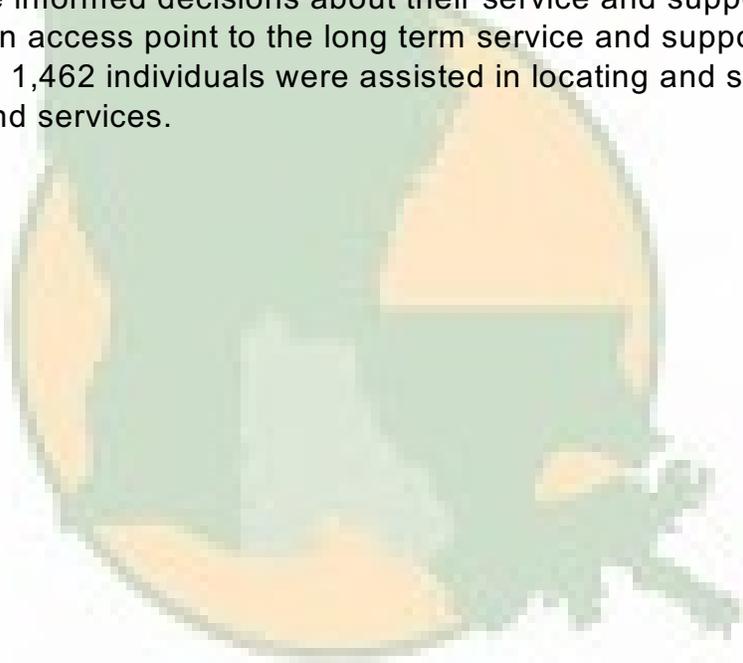
Long Term Care Programs

National Family Caregiver Support Program (NFCSP) helps the caregivers of frail older adults, including those consumers with Alzheimer's disease. For eligible caregivers, the program provide for in-home respite, and sitter services. Cajun Area Agency on Aging, Inc. funded 9 community based agencies, reaching 1,770 caregivers in fiscal year 2014.

Long Term Care Ombudsman Program advocates on behalf of residents in 55 skilled and intermediate nursing care facilities. Cajun Area Agency on Aging, Inc. provided 1,452 hours of services during fiscal year 2014.

Louisiana SenioRX Program services older adults (60+) who are financially eligible to receive assistance in applying for free or discounted medications through pharmaceutical assistance programs. In fiscal year 2014, 5,475 individuals were assisted with 17,863 prescriptions. Total dollar valued saved was \$8,088,238.67.

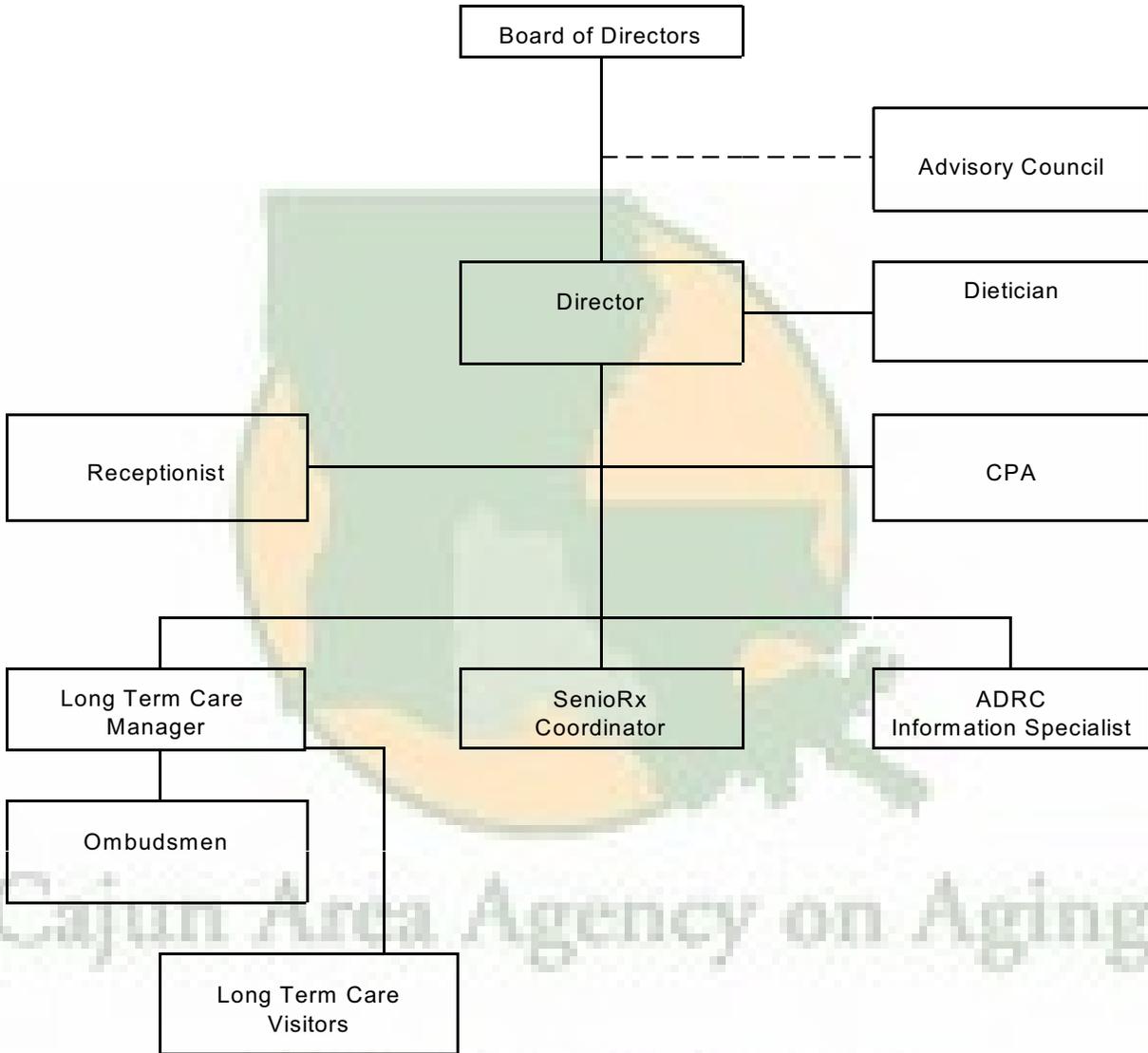
Aging and Disability Resource Center Program - Louisiana Answers - a “one-stop-shop” for public and private programs at the community level that helps individuals make informed decisions about their service and support options. It also serves as an access point to the long term service and support system. In fiscal year 2014, 1,462 individuals were assisted in locating and securing long term supports and services.



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**CAJUN AREA AGENCY ON AGING, INC.
ORGANIZATIONAL CHART**



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Sections 4 & 5
A LOOK AT THE COMMUNITY

DESCRIPTION OF NEEDS ASSESSMENT PROCESS & METHODS USED TO DETERMINE SERVICE NEEDS

Overview of Planning Process for Area Plan 2016-2019

Cajun Area Agency on Aging, Inc. utilized four sources of information to prepare the needs assessment section of this report: 1) a demographic analysis of older adults in the planning and service area; 2) an overview of the major trend that affect older consumers and services to older consumers; 3) community feed-back; and 4) an analysis of the major service needs of older adults in the eight parish planning and service area.

A Demographic Profile of the Older Population — draws on 2010 census data and its annual updates (2011).

Major Service Needs — examples of unmet need and system problems that impede the provision of adequate and accessible services are identified in relation to each topic.

Major Trends of that Affect Older Population — identifying trends and influences which will define the context within which the aging system will operate; some trends will present constraints, others, opportunities.

Summary of Community Input — meetings conducted with a range of groups and interests to ensure a broad review of services issues and needs.

Needs Assessment Summary — this subpart outlines how various strands of the individual parish needs assessments come together.

Area Profile

Demographic Profile of Cajun Area Agency's Older Population

The total population of the PSA and the population over 60 years of age are projected to continue to increase. The over 60 population will remain a stable proportion of the population at 19.8+ percent.

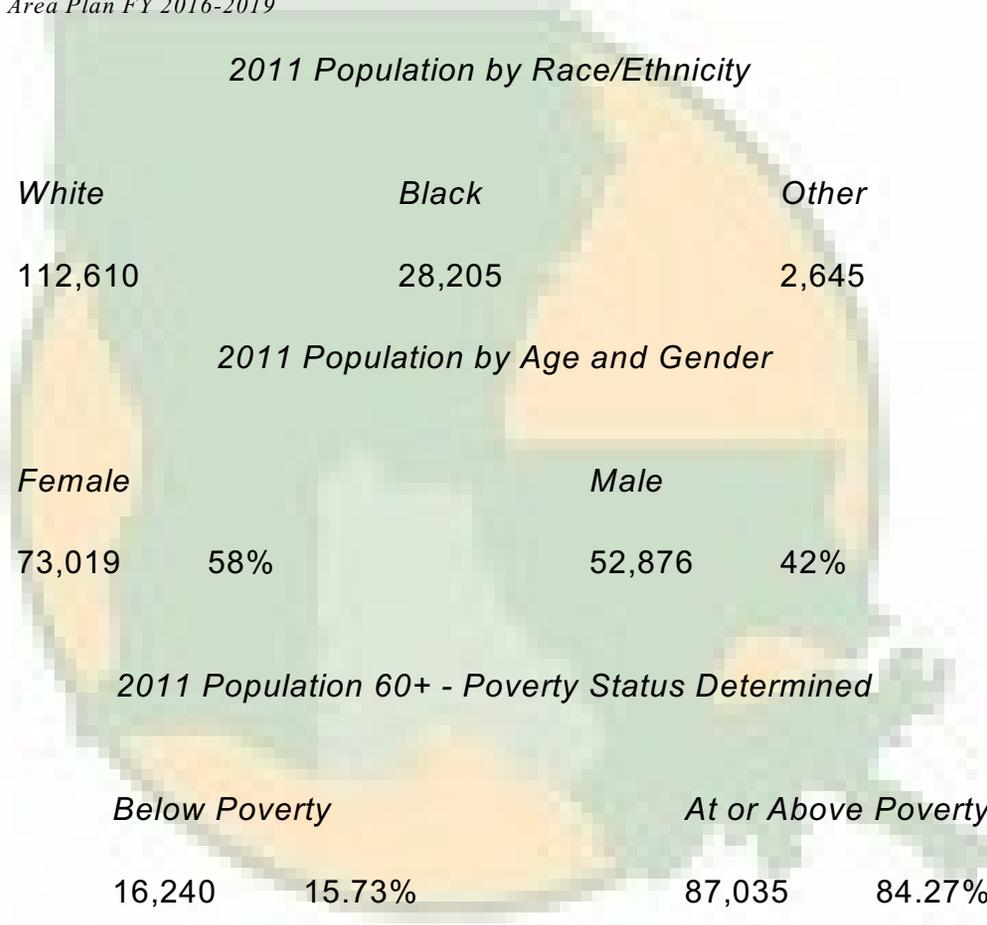
<i>As percent of 60+</i>	PSA Population		<i>Year</i>	PSA Population		<i>Percent Change</i>
	2008	2011		2008	2011	2008 - 2011
Age 60-64	27.19%	24.95%	All ages	629,216	635,785	+1.04
Age 65-74	38.93%	33.42%	60+	103,924	125,895	+21.14
Age 75-84	24.16%	34.68%	60+%			
Age 85+	9.72%	6.95%	of total	16.52%	19.8%	

US Census Bureau, Census 2008
 US Census Bureau, Census 2011

The 75 - 84 age group showed increases from 2008 to 2011. The population losses are primarily among the 60 -74 and 85+ age groups.

Race/Ethnicity
 Year 2011

- 89.45% White Elderly 60+
- 22.40% Black Elderly 60+
- 2.10% Other 60+



In terms of service implications, the increases in the number and percent of the older adult population will provide for a greater demand for community-based long term care services, support for caregivers and the potential need for specialized transportation services. Programs must be geared to facilitate successful aging and minimize future long term care demands.

Percent Change in 60 + Population

Year	2008	2011	% Change
All 60 +	103,924	125,895	+21.14
60 - 64	28,260	31,415	+11.16
65 - 74	40,456	42,070	+3.99
75 - 84	25,104	43,665	+73.94
85 +	10,104	8,745	-13.45

Major Service Needs

Long Term Care Options

At a time when the state and nation are struggling to define and implement a sound long term care strategy, the agency will continue to take a balanced, comprehensive approach to the long term care needs of its consumers.

Long term care consists of many services that are needed by persons with differing conditions in order to compensate for their limitations in functioning. A sound home and community-based system of long term care provides a coordinated and broad range of services that address the medical, social and environmental needs of the individual.

Improved Access and Awareness of Services & Supports for Older Adults

Many consumers and their families cannot access a service system due to barriers that may exist. The agency will implement a solid approach to achieve a user friendly, easy, access point for services to consumers. Particular attention will be given to ensure the agency provides up to date information and directions to consumers and their families.

Major Trends that Affect Older Adults

Demographic

- Rapid growth among the middle - old, persons age 75 +, and greater numbers of persons surviving into old age;
- Baby boomers will continue to work rather than retire at age 65;

Long Term Care

- Increased expectation and opportunities for home and community based services;

Economic and Social Welfare

- Persistent poverty for some groups, due to continued decreases in Social Security Benefits;
- Continued isolation of older adults who are frail, rural and poor;
- Increased needs and opportunities related to educating older adults and their families about long term care options.

Community Meetings

Report on Community Input

An educational forum was conducted to discuss “Aging in Place.” Critical issues, gaps in services and what can be done to resolve issues, was presented.

Respond to Long Term Care

- Increased expectation and opportunities for home and community based care;
- Develop expertise in long term care options;
- Explore the possibilities and coordinate efforts to expand home and community based long term care services, i.e., personal care, homemaker/housekeeping;

Improved Access and Awareness

- Educate providers and consumers;
- Upgrade consumer service capacity;

Improve and Increase the Capacity of Community Programs to Serve the Elderly

- Increase socialization opportunities for isolated and frail older adults;
- Improve mechanisms/decrease barriers to information sharing between service agencies.

Budget Implications: The challenge will continue to be to provide at least the same level of services with dollars that do not fully cover inflation. The current mix of programs and services will continue with increased emphasis on developing additional services, collaborations and partnerships in the support of aging programs; providing more education and awareness for the general public about aging issues and resources available; monitoring and controlling outcomes more effectively; developing programs that are responsive to the changing population; and developing additional training programs to support further staff development and

enhancement of worker effectiveness.

Section 6 **Targeting and Priority**

All adults age 60 and older are eligible for Older Americans Act services. If resources are not available to serve all eligible older adults who request services, preference and priority in the delivery of services will be given to those listed below.

Cajun Area Agency on Aging, Inc., will target the most vulnerable older adults in the planning and service area for all provided services. The most vulnerable are defined as follows by the Older Americans Act (Section 306 (4)(A)(i)(I):

1. Older individuals residing in rural areas.
2. Older individuals with the greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
3. Older individuals with the greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
4. Older individuals with severe disabilities.
5. Older individuals with limited English proficiency.
6. Older individuals with Alzheimer's disease and related disorders with neurological dysfunction (and caregivers or such individuals) and
7. Older individuals at risk for institutional placement.

Funding priorities will be based on targeting the above groups. Priority will be given to programs that serve one or more of the most vulnerable populations. Older Americans Act programs and their targeted populations are:

Legal Assistance Services - targets individuals with greatest economic need (public benefits), severe disabilities and those at risk for institutional placement. Legal assistance is provided to older adults requiring other legal services as well. During the four year plan, Cajun Area Agency on Aging will be looking at ways to maximize resources in this area. Targeting the most vulnerable will continue.

Nutrition Services - Congregate and home delivered meal programs are targeted to older adults residing in rural areas and those with the greatest economic need. During this area plan period, Cajun Area Agency on Aging, Inc., will investigate methods for increasing attendance at area nutrition sites. Home delivered meals will be emphasized as they are critical for homebound adults remain in their own homes.

Health Promotion - Cajun Area Agency on Aging, Inc., will target older adults at risk of losing their independence due to the inability to leave their home for fear of falling.

Through the evidenced based health promotion program “Matter of Balance” individuals will once again be free to leave their homes.

In Home Services - Cajun Area Agency on Aging, Inc., targets services to individuals at risk of institutional placement in its provision of its homemaker, telephoning and visiting services.

Family Caregiver Support Program - The Family Caregiver Support Program provides services to family caregivers of individuals who are at risk of institutional placement and frequently to older adults with Alzheimer’s disease and related disorders. Cajun Area Agency on Aging, Inc., will continue to target those caregivers caring for those individuals at risk of institutional placement.

The Cajun Area Agency on Aging, Inc., Strategy for Implementation of Preference and Priority

Currently Cajun Area Agency on Aging, Inc., funds services that target vulnerable populations but does not require programs to limit their services to targeted groups. Should funding levels remain stagnant, that expectation would continue. If, however, reductions in funding occur, providers may be required to limit their services to targeted populations only, depending on the size of the reduction. Cajun Area Agency on Aging, Inc. will work with each of its providers individually to develop critical targeting strategies. Currently there are waiting lists for certain services. Priority is given to vulnerable persons as described as above.

Cajun Area Agency on Aging

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Section 7
Community Meetings
Cajun Area Agency on Aging

Area Plan Needs Assessment Community Meeting Record
Fiscal Years 2016 - 2019

Date of Meeting: July 17, 2014 Location of Meeting: Lafayette, LA

Community Meetings

Report on Community Input

An educational forum was conducted to discuss home and community based service needs. Critical issues, gaps in services and what can be done to resolve issues, was presented. Comments were incorporated into the agency's goals for the coming plan period.

Respond to Long Term Care

- Increased expectation and opportunities for home and community based care;
- Develop expertise in long term care options;
- Explore the possibilities and coordinate efforts to expand home and community based long term care services, i.e., in home respite, sitter services, meal programs, homemaker/housekeeping;

Improved Access and Awareness

- Educate providers and consumers about current services available in the public and private sectors;

Improve and Increase the Capacity of Community Programs to Serve the Elderly

- Increase socialization opportunities for isolated and frail older adults;
- Improve mechanisms/decrease barriers to information sharing between service agencies.

Summary of Needs

Demographic trends include increasing numbers of new-old and older-old. Those trends may indicate an increased need for long term care services, including the importance of efforts to prevent or delay the onset of long term care needs, including

health promotion programs. Many of the new-old are providing home care for aging parents and relatives as well as educating themselves on services available for their future needs.

Meeting needs related to health and long term care will enable older adults to age successfully. Transportation, social and protective services facilitate access to other benefits, services, activities and programs and assist older adults to maximize independence and autonomy.

Among the significant environmental trends are policy decisions and initiatives which will result in increased resources for community based long term care.

Based on information about demographics, service needs, and environmental trends, including input from a broad range of constituents, Cajun Area Agency identified four priority needs for 2016 - 2019:

- #1 *Stabilizing and increasing funding for services for older adults in the planning and service area.***
- #2 *Increasing awareness of supports and services for older adults by providing the most cost effective system of services.***
- #3 *Establishing Cajun Area Agency on Aging as the most trusted source of information for older adults and their families in the planning and service area.***
- #4 *Advocate for the changing and increased needs of older adults in the communities within the planning and service area.***

Cajun Area Agency on Aging

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NEEDS ASSESSMENT COMMUNITY MEETING RECORD
CAJUN AREA AGENCY ON AGING

NAME	AGENCY	PHONE
<u>Karen Cormier</u>	<u>Our lady of Lourdes</u>	<u>354-9443</u>
<u>Tiffany Vianne</u>	<u>MedSource Home Health</u>	<u>580-5514</u>
<u>Kelcie Fruge</u>	<u>MedSource Home Health</u>	<u>515-5472</u>
<u>mitchell Castille</u>	<u>medsource Home Health</u>	<u>337-258-8008</u>
<u>Susan Comor</u>	<u>A First Home Based</u>	<u>2808552</u>
<u>MARTIE BEARD</u>	<u>HOA</u>	<u>332-0583</u>
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NEEDS ASSESSMENT COMMUNITY MEETING RECORD
CAJUN AREA AGENCY ON AGING
AGENDA

- I. Older Americans Act
 - a. Public Law 89-73
- II. Current Approved Services
- III. Caregiver Support
- IV. Four Year Plan Summary
 - a. Needs Assessment
 - b. Priority Needs
 - c. Budget Implications



Cajun Area Agency on Aging

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Section 8
RESULTS OF THE PUBLIC HEARING
CAJUN AREA AGENCY ON AGING

Location	Date	# 60	# Service Providers	# Elected Officials	# Public Officials	# Others	Total # Attend
Acadia Council on Aging	7/24/2014	8	1	0	0	0	8
Village De Memoire - Evangeline	7/25/2014	17	1	0	0	4	22
Center Street - Iberia	7/24/2014	19	0	0	0	4	23
Cajun Area Agency on Aging	7/24/2014	1	1	0	0	0	1
St. Landry Council on Aging	7/24/2014	3	3	0	0	1	4
St. Martin Council on Aging	7/24/2014	33	5	0	0	0	37
Franklin Nutrition Site - St. Mary	7/25/2014	13	0	0	0	0	13
Vermilion Council on Aging	7/24/2014	12	0	0	0	2	14

Public hearings are conducted in order to receive written/oral comments from older persons, service providers, public officials and the general public on issues and concerns affecting the 60 + population. The input received is used in Area Plan development, specifically in setting service priorities. In setting service priorities, subcontractors can concentrate on those services older persons find most vital to their well being.

Older Americans Act of 1965

Public Law 89-73

An act to provide assistance in the development of new or improved programs to help older persons.

Congress provides funds to assist older adults in securing equal opportunity to full and free enjoyment of the following objectives:

- An adequate income in retirement;
- The best possible physical and mental health available;
- Suitable housing;
- Full restorative services for those who require institutional care;
- Employment opportunities;
- Retirement in health, honor, dignity — after years of contribution to the economy;
- Participating in and contributing to meaningful activities;

- Efficient community services;
- Immediate benefit from proven research;
- Freedom, independence and the free exercise of individual initiative in planning and operation of community based services and programs for their benefit and protection against abuse, neglect and exploitation.

Current Approved Services:

Congregate Meals:	Nutritional meal provided in a congregate setting.
Home Delivered Meals:	Nutritional meal provided in a persons home, if qualified.
Homemaker:	Assistance provided with light household duties.
Information/Assistance:	Providing access to needed services.
Legal Assistance:	Legal representation/advice.
Nutrition Education:	Information/instruction about nutrition.
Outreach:	Identifying clients to receive services.
Transportation:	Providing a means from going from one location to another.
Telephoning:	Telephoning individuals to provide reassurance.
Visiting:	Visiting in the home to provide reassurance.
Wellness:	Promotes physical well being.

Caregiver Support:

Information/Assistance:	Providing access to needed services.
In Home Respite:	Personal care services provided in the home.
Sitter:	Providing personal assistance in the home

NEEDS ASSESSMENT

To develop this plan, Cajun Area agency on Aging, Inc. undertook a process which included a number of opportunities for input by board, staff, service providers, consumers, future consumers, and the community beyond the agency. The results of the needs assessment were presented to the Board, which approved the priority needs, and to the Advisory Council. The intent of this plan is to work more strategically and collaboratively within the aging network and with other organizations whose resources can be used to help service older adults.

One major demographic trend emerged that will effect Cajun Area Agency's needs: the growth in the 75 - 84 population. Although most older adults are independent, those over 75 tend to need more health care and assistance with activities of daily living. These and other needs previously discussed will require Cajun Area Agency and the aging network to strengthen its workforce.

The needs expressed, during the last area plan phase, by the community for more information about aging combined with an increase in the number of older adults who are isolated, indicate new strategies that must be applied to address the lack of information and isolation. With a relatively flat annual budget, Cajun Area Agency and other service providers must be even more diligent about quality, consistency, effectiveness and results.

Home and Community Based Options

Long term care consists of many different services that are needed by persons with differing conditions in order to compensate for their limitations in functioning. Many physical and mental conditions can create a need for long term care, but diagnosis alone does not determine need. Measures of one's ability to function independently, such as activities of daily living (ADLs) are used to assess an individual's need for long term care.

In addition to needs for assistance with ADLs and IADLs, individuals who are functionally dependent experience needs for productive activity and emotional support. Those who are isolated from family and friends and rely solely on formal long term care providers are vulnerable in this area.

Most individuals who need long term care services prefer to remain in their own homes or home-like settings, such as assisted living. For the past several decades the bulk of public funding for long term care has supported services provided in nursing homes. A sound home and community-based system of long term care provides a coordinated and broad range of services that address the medical, social and environmental needs of the individual.

The agency will explore and expand its relationships with organizations interested in home and community based care and will network and collaborate with local, state and national organizations who have been successful in expanding their abilities to help older adults "age in place." Attendees expressed a desire to remain in their own homes.

Access and Availability of Services

Many in attendance were familiar with services currently available and were appreciative. The need for additional services was expressed. Despite the significant scale of social services available, many older consumers and their families cannot access the information and referral system due to barriers that may exist, i.e., language and cultural, physical ability, etc. Cajun Area Agency will plan and implement a consolidated approach to the agency's intake, information and referral functions that creates one easy access point for services to consumers. As the scope of this new function is being defined, particular attention will be given to what will be needed to upgrade agency capacity to provide useful information and direction to older consumers and their families, i.e., develop new or improved educational

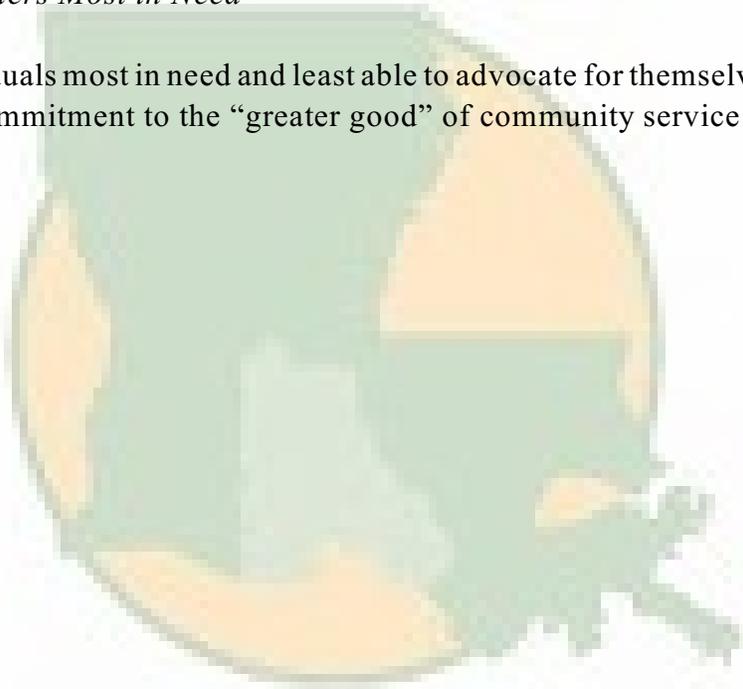
materials, additional referral resources.

Independence and Self-Reliance

Socialization, learning, advocacy and communications are all factors that enhance physical and mental well being for older adults, whether in their own homes or care facilities.

Targeting Consumers Most in Need

Services to individuals most in need and least able to advocate for themselves is an expansion of value, and a commitment to the “greater good” of community service.



Cajun Area Agency on Aging

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SECTION 9
Identification of Priorities

NEEDS ASSESSMENT

To develop this plan, Cajun Area agency on Aging, Inc. undertook a process which included a number of opportunities for input by board, staff, service providers, consumers, future consumers, and the community beyond the agency. The results of the needs assessment were presented to the Board, which approved the priority needs, and to the Advisory Council. The intent of this plan is to work more strategically and collaboratively within the aging network and with other organizations whose resources can be used to help service older adults.

One major demographic trend emerged that will effect Cajun Area Agency's needs: the growth in the 75 - 84 population. Although most older adults are independent, those over 75 tend to need more health care and assistance with activities of daily activities of daily living.

The needs expressed by the community for more information about aging combined with an increase in the number of elders who are isolated, indicate new strategies must be applied to address the lack of information and isolation. With relatively flat annual budget increases, Cajun Area Agency and other service providers must be even more diligent about quality, consistency, effectiveness and results.

PRIORITY NEEDS

Based on information about demographics, service needs, and environmental trends, including input from a broad range of constituents, Cajun Area Agency identified five priority needs for 2016 - 2019:

- #1 Stabilizing and increasing funding for services for older adults in the planning and service area.***
- #2 Increasing awareness of supports and services for older adults by providing the most cost effective system of services.***
- #3 Establishing Cajun Area Agency on Aging as the most trusted source of information for older adults and their families in the planning and service area.***
- #4 Advocate for the changing and increased needs of older adults in the communities within the planning and service area.***
- #5 Independence and Self Reliance***

Section 10
Area Plan Goals and Objectives

Priority Needs for 2016 to 2019

Introduction to Priority Needs

The needs assessment undertaken by Cajun Area Agency for the 2016 - 2019 Area Plan included a review of demographic data and a look at the needs of older adults identified during the last area plan period. Cajun Area Agency analyzed the results of this needs assessment in the context of the area agency's strengths and roles, and recurring needs from the 2011 - 2015 Area Plan. From the analysis, five priority needs emerged for the 2016 - 2019 Area Plan.

Priority Need # 1

Access and Availability of Services

Goal Area/Statement: ***Stabilizing and increasing funding for services for older adults in the planning and service area.***

Rationale: Cajun Area Agency on Aging, Inc. recognizes the critical importance of disseminating information on programs and services, both, to older adults and their caregivers and to organizations inside and outside the aging network.

Objectives:

- 1.1 Expand the Cajun Area Agency on Aging, Inc. programs through grant opportunities.
 - A. Continue to support efforts to increase private support for older adult programs in the planning and service area. (On going - 6-30-2019)
 - B. Increase Cajun AAA's presence at events in order to promote aging services. (6-30-2016) (6-30-2019)
 - C. Identify new organizations and offer to make presentations about Older Americans Act programs and age related issues in order to build more private/public partnerships. (6-30-2016)
 - D. Advocate for increased state and federal funding (6-30-2018) (6-30-2019)

Budget Implications:

- 1.1 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.

Priority Need # 2

Increasing Awareness of Supports and Services for Older Adults

Goal Area/Statement: ***Increasing awareness of supports and services for older adults by providing the most cost effective system of services.***

Rationale: There continues to be evidence that, in spite of Cajun Area Agency on Aging's efforts, many consumers are not aware of aging services that exist or how to access them. In addition, many of the possible solutions to issues raised by key informants relate to providing better information, education and advocacy to consumers, caregivers and community leaders.

Objectives:

- 2.1 Continue website development, www.cajunaaa.org. (6-30-2019)
- 2.2 Continue virtual resource directory development, www.laanswers.com, www.cajunaaa.org/accessacadiana. (6-30-2019)
- 2.3 Expand the Aging and Disability Resource Center. (6-30-2019)
- 2.4 Partner with other social service agencies to include Cajun Area Agency on Aging information in their published materials. (6-30-2019)
- 2.5 Support evidenced based education programs for older adults in the planning and service area. (6-30-2019)

Budget Implications:

- 2.1 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.
- 2.2 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.
- 2.3 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.
- 2.4 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.
- 2.5 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.

Priority Need # 3

Home and Community Based Supports and Services

Goal Area/Statement: ***Establishing Cajun Area Agency on Aging as the most trusted source of information for older adults and their families in the planning and service area.***

Rationale: Cajun Area Agency on Aging, Inc. recognizes the critical importance of disseminating information on programs and services, both, to older adults and their caregivers and to organizations inside and outside the aging network.

Objectives:

- 3.1 Promote home and community-based services.
 - A. Educate consumers and their families about long term care supports and services by developing a marketing and visibility plan. (6-30-2016) (6-30-2017)
 - B. Work with service providers to develop marketing materials for publication. (6-30-2016)
 - C. Provide accurate information through printed media and electronic media developed by Cajun Area Agency on Aging, Inc. (6-30-2018)
 - D. Continue coordination with area 211 providers on existing resources and services to older adults in the planning and service area. (6-30-2018)
 - E. Collaborate with faith-based communities to increase awareness of existing services. (6-30-2019)

Budget Implications:

- 3.1 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.

Priority Need # 4

Long Term Care Options

Goal Area/Statement: ***Advocate for the changing and increased needs of older adults in the communities as a result of demographic shifts.***

Rationale: There continues to be evidence that, in spite of Cajun Area Agency on Aging's efforts, many consumers are not aware of the array of aging services that exist or how to access them.

Objectives:

- 4.1 Strengthen the operation of and increase the service capacity of the SenioRx and Aging and Disability Resource Center.
 - A. Seek additional funding through other sources. (Ongoing through 6-30-2019)
 - B. Provide long term care options counseling. (Ongoing through 6-30-2019)
 - D. Continue to assist consumers in applying for pharmaceutical assistance. (Ongoing through 6-30-2019)

- 4.2 Develop new partnerships to create a seamless system for consumers, caregivers and their families.
 - A. Increase community wide awareness of the strengths and interests of older adults in the planning and service area. (6-30-2017)
 - B. Increase awareness of civic engagement opportunities for older adults in their communities. (6-30-2018) (6-30-2019)

Budget Implications:

- 4.1 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.

- 4.2 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.

Priority Need # 5

Independence and Self Reliance

Goal Area/Statement: ***To assist older adults in obtaining needed services and access to programs that will promote and sustain their health, independence and self-reliance.***

Rationale: Socialization, learning, advocacy and communications are all factors that enhance physical and mental well being for older adults, whether in their own homes or care facilities.

Objectives:

- 5.1 To provide:
 - A. Congregate and Home Delivered Nutrition,
 - B. Nutrition Education,

to eligible consumers, through cooperative agreements using Older Americans Act Title III C funds. (Ongoing through 6-30-2019)

5.2 To provide:

- A. Information and Assistance,
- B. Outreach,
- C. Transportation,

to eligible consumers, through cooperative using Older Americans Act Title III B funds. (Ongoing through 6-30-2019)

5.3 To provide:

- A. Homemaker,
- B. Telephoning,
- C. Visiting,

to eligible consumers, through cooperative agreements using Older Americans Act Title III B funds. (Ongoing through 6-30-2019)

5.4 To provide legal representation services, to eligible consumers, through cooperative agreements using Older Americans Act Title III B funds. (Ongoing through 6-30-2019)

5.5 To provide:

- A. Wellness,

to eligible consumers, through cooperative using Older Americans Act Title III D funds. (Ongoing through 6-30-2019)

5.6 To provide:

- A. Information and Assistance,
- B. In-home Respite,
- C. Outreach,
- D. Sitter,

to eligible caregivers, through cooperative using Older Americans Act Title III E funds. (Ongoing through 6-30-2019)

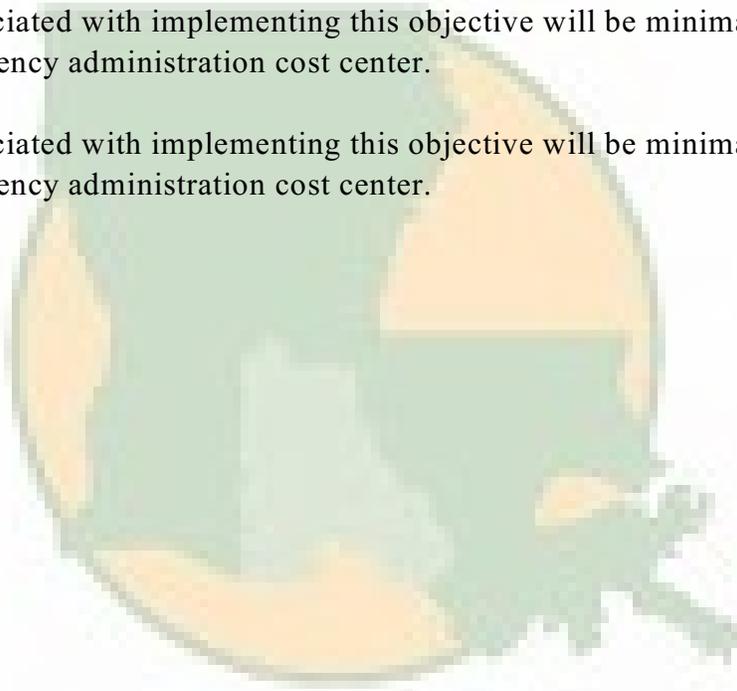
Budget Implications:

5.1 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.

5.2 Costs associated with implementing this objective will be minimal and absorbed by

the area agency administration cost center.

- 5.3 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.
- 5.4 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.
- 5.5 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.
- 5.6 Costs associated with implementing this objective will be minimal and absorbed by the area agency administration cost center.



Cajun Area Agency on Aging

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Section 11

**Cajun Area Agency on Aging, Inc.
SUMMARY OF SERVICES UNDER THE AREA PLAN**

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

SERVICES TO BE PROVIDED	IIIB	IIIC	IIID	IIIE	SR CTR	LOCAL	IN KIND	OTHER
Adult Day Care/Health								
Assisted Transportation								
Case Management								
Chore								
Congregate Meals		√						
Home Delivered Meals		√						
Homemaker	√							
Information and Assistance	√							
Legal Assistance	√							
Nutrition Counseling								
Nutrition Education		√						
Outreach	√			√				
Personal Care								
Transportation	√							
Counseling								
Crime Prevention Services								
Home Repair/Modification								
Material Aid								
Medical Alert								
Placement Services								
Recreation								
Telephoning	√							
Utility Assistance								
Visiting	√							
Wellness			√					
Respite				√				
Sitter				√				

**Section 12
DISASTER PREPAREDNESS**

Cajun Area Agency on Aging, Inc.

This Disaster Preparedness Plan (hereinafter referred to as the “Plan”) shall constitute the general guidelines followed by the Cajun Area Agency on Aging, Inc. (hereinafter referred to as the “AAA”), in the event of a disaster that impacts any or all of the AAA’s Planning and Service Area, which area encompasses the parishes of Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary and Vermilion.

It is understood that situations will vary widely from disaster to disaster, and that the AAA’s ability to follow these general guidelines may be affected by a range of factors; however, the purpose of this Plan is to assure that the AAA will, to the best of its ability, continue to function in any type of disaster, in order to support the well-being of citizens aged sixty and over in the eight parish planning and service area.

This Plan is divided into four sections, each addressing a separate component of any disaster: (1) Maintenance of services to senior citizens in the planning and service area; (2) Communications with other agencies in the planning and service area if necessary to the well-being of seniors; (3) Coordination of services with other agencies reacting to the disaster; and (4) Provision of services to seniors from other areas than the planning and service area.

**Maintenance of Services to Seniors in the
Planning and Service Area (PSA)**

In the event of a disaster that impacts senior citizens in the AAA’s PSA, the following chronological steps shall be taken by the AAA as quickly as possibly:

- A. The Executive Director shall determine the area of impact, through contacts with appropriate contractors, local government representatives, and appropriate response agencies, including but not limited to the Homeland Security representative in the affected parish(es), the American Red Cross, the Civil Defense office in the affected parish(es), and any other individuals/agencies deemed appropriate by the Executive Director.
- B. The Executive Director or her designee shall contact contractors in all impact areas to determine what assistance may be needed to support continuation of existing services and what additional services may be necessary in order to ameliorate the impact of the disaster.
- C. The Executive Director shall convene an emergency staff meeting to make specific staff assignments designed to support maintenance of current services to current program participants and provision of new services if necessary.
- D. The Executive Director shall monitor all services, and help local agencies locate additional resources for new and/or temporary needed services.
- E. All AAA staff shall work with contractors and other service agencies to be sure that senior citizens have full access to all available programs.

- F. The Executive Director shall determine when the disaster is at an end, based on the local situation.

Communications with Other Agencies

In the event of any emergency, whether state or federally declared or determined by local officials or local contractors and the AAA, the AAA shall take all steps necessary to maintain full and open communication with other agencies that may be working to meet the needs of seniors and their families during said emergency.

- A. The Executive Director shall designate AAA staff charged with maintaining communication with other agencies, indicating specific agencies which staff are responsible for.
- B. AAA staff shall, to the greatest extent possible, make contact with those other agencies prior to any disaster situation, in order to build an open and trusting relationship.
- C. In the event of a disaster, AAA staff shall be individually responsible for making immediate contact with their assigned agency(ies) and keeping the Executive Director informed about what those agencies can do to assist the AAA and vice versa.
- D. Following any disaster, appropriate AAA staff shall contact their respective agencies and discuss ways to improve communications in the event of future emergencies, reporting recommendations to the Executive Director and developing methods to improve future communications.

Coordination of Services with Other Agencies During a Disaster

In an effort to make the best use of available resources and to reach the greatest number of seniors and their families in the event of a disaster, the AAA shall, whenever possible, coordinate services with other agencies in the impacted area.

- A. The Executive Director shall identify service agencies in the PSA that might provide disaster services that would benefit senior citizens and attempt to enter into cooperative agreements with those agencies.
- B. The Executive Director shall attempt to convene, at least annually, a meeting of such identified agencies, in order to agree upon a general approach to serving seniors and their families (and such other target groups as the other agencies wish to support) during a disaster.
- C. In the event of an actual disaster, the Executive Director and her designees shall maintain communication with other agencies that might serve seniors and their families in order to assure that needy seniors are receiving all possible services; the AAA shall also make services available, whenever possible, to target groups identified by those other agencies, to the greatest extent legal and feasible.

- D. The AAA shall maintain the most complete possible records of services provided by other agencies to seniors, and of services provided by the AAA and its contractors to non-seniors, in order to obtain the greatest possible reimbursement for appropriate services.
- E. The Executive Director shall make all efforts to obtain full reimbursement for all agencies providing services during a disaster, in order that regular operating funds not be depleted during said disaster.

Provision of Disaster Services to Seniors from Other Areas

In an effort to sustain seniors during a disaster, regardless of the original residence of those seniors, the AAA shall attempt to provide or obtain needed services for all seniors who may be or end up being in the PSA during or after a disaster.

- A. The AAA shall attempt to locate and identify all seniors who may be in the AAA's PSA during and after a disaster, through contacts with other agencies, individuals, and shelter agencies, including but not limited to local churches and the American Red Cross. Seniors so identified shall be notified of available services, including all access information, and asked what other needs they have.
- B. The Executive Director shall immediately begin exploring funding sources to provide or obtain services to displaced seniors.
- C. In the event that resources demand prioritizing of needy seniors during a disaster, residents of the AAA's PSA shall have priority over non-resident seniors; except that, in all cases, the AAA shall serve all needy seniors as long as resources allow.
- D. The AAA shall track all services provided to non-local seniors during any disaster in order to obtain future reimbursement for those services.
- E. The AAA and its contractors shall assist all non-local seniors to return to their own homes or chosen residences following any disaster.

Cajun Area Agency on Aging

CONTINUITY OF OPERATIONS PLAN

Purpose

Emergencies are unplanned events that can cause significant injury, or even death, to employees, consumers, or the public, disrupt or close down operations, cause physical or environmental damage, or harm the organization's public image. Cajun Area Agency on Aging, Inc. has a special responsibility to prepare and serve the community to the best of its ability, after a disaster. Part of that responsibility is to develop a continuity of operations (COOP) plan that will allow the agency to prepare and resume service after a natural disaster.

A COOP plan addresses emergencies from an all hazards approach. The COOP is designed to establish policy and guidance to ensure the execution of mission essential functions and to direct the relocation of personnel and resources to an alternate facility capable of supporting operations.

Mission Essential Functions

Critical Operations:

<u>Operation</u>	<u>Staff in Charge</u>	<u>Action Plan</u>
Agency	Shannon Broussard	Determine agency operation capabilities.
Nutrition	Shannon Broussard	Determine service site operation capabilities
Support Services	Lynda Southard	Determine support service capabilities
Support Services	Kathy LaCaze	Determine support service site capabilities
LTC Services	Patricia Broussard	Determine long term care facility capability.

Orders of Succession & Delegation of Authority

Name of individual(s)/position(s) & Contact Numbers in order of Succession:

1. Shannon Broussard/Director (337)896-6073 (337)277-1577
2. Lynda Southard/Information Specialist (337)280-2581
3. Kathy LaCaze/SenioRx Coordinator (337)652-0858

The above listed individuals have the authority to determine the capabilities of essential program functions. Orders of succession, as noted above, occurs if the Director is unavailable and terminates when the Director becomes available. Those capabilities include office functions, service site closures, and support service availability.

Communications

In the event of a disaster, communications with staff and providers will be accomplished through the use of landlines telephones, cellular telephones, email and if necessary, local media outlets - radio and television. All pertinent telephone numbers will be filed with the Director, Information Specialist and SenioRx Coordinator.

Vital Records and Databases

Essential databases will be copied to jump drives and external hard drives and removed

from the physical location in the event of a disaster. Client databases are web-based and maintained in Baton Rouge, Louisiana, Houston, Texas and Essex Junction, Vermont. Financial records are stored on an external hard drive and removed from the physical location in the event of a disaster.

Staff records, personnel and payroll records, are stored in locked file cabinets. If necessary, hard copy records will be removed for safekeeping. All accounting records (manual records) will be removed from the agency by the Administrative Bookkeeper. The Director and Administrative Bookkeeper will be responsible for staff records.

Computer equipment will be removed, if necessary. Employees will be responsible for the safekeeping of their individual computer. Employees will store necessary data files on jump drives. Agency software will be stored in a safe location within the physical location of the agency.

Should records be destroyed, we will provide for continuity in the following ways:

- * Accounting records, including payroll, will be reconstructed from manual records. Fayette Dupre, CPA, will be contacted for assistance. Laine Guillot (337)316-3547 2nd contact person.
- * Computer Hardware Assistance - AL Neal, CMA Technology Solutions (225)927-9200.
- * Pharmaceutical Assistance Database - Stephanie Thames, Pharmacy Healthcare Solutions (281)441-1803.
- * OAA Consumer Database - Thomas Laba, Synergy Software Solutions, (800)294-8514, ext. 45.
- * LTC Ombudsman Database - GOEA, (225)342-7100.

Personnel Issues and Coordination

In the event of a disaster, the Director will contact all employees to ascertain capabilities of their assistance in service delivery. Employees will report on the status of their situation and ability to report to the agency's physical location. Should employees not be able to report to the agency, the employee(s) must report to the nearest service provider and offer assistance.

Plan Coordination

The Director will be responsible for communicating the COOP to all employees. In the event that the Director is not available, the Information Specialist will communicate the COOP.

Post Disaster

Depending on the area of the disaster, all employees will be responsible for reporting to work once the physical location is opened. The Director will ask for volunteers to man the telephone before and after normal work hours during the critical post disaster period. The critical post disaster period is defined by the number, frequency and types of requests made by those individuals and providers affected by the disaster.

Funding Continuity of Programs

Funding should not be interrupted by a disaster. However, providers can make requests for an advance on service dollars, if funds are available. Disaster relief funding will be requested immediately from the state and federal government. (Administration on Aging) Providers will be encouraged to apply for Disaster Relief Funds as they become available. Providers are encouraged to request lines of credit from their financial institutions so that services are not interrupted.

Facility Preparation

All equipment will be secured at the 110 Toledo Drive location. Essential equipment will be removed and secured by employees. No flammable materials are stored on site. The facility will be secured and shut down should a disaster affect the area.

The following equipment is located at the 110 Toledo Drive location and remains in working order:

Portable Radio and Extra Batteries
Emergency First Aid Supplies
Flashlights and Batteries
Wrenches and Tools
Fire Extinguishers

Alternate Facilities

Cajun Area Agency on Aging, Inc. does not have an alternate facility. Should the facility be rendered unsafe, employees would be allowed to work out of their residence until such

time as an alternate site is located. Agency cellular telephones would be issued to facilitate contacts. The agency subcontracts with providers in an eight parish area. Employees residing out of Lafayette Parish would work out of provider facilities.

Plan Maintenance

The Director will be responsible for maintenance of the Continuity of Operations Plan. The plan will be reviewed annually to incorporate new technologies, procedures, contact information, etc.

Serving the Community & Consumers in Time of Disaster

Vision of Role of Cajun Area Agency on Aging, Inc. In Time of Disaster

Cajun Area Agency on Aging, Inc.'s role pre and post disaster will be to inform its consumers of the availability and ensure the accessibility of supports and services. Cajun Area Agency's service providers will provide a listing of older adults who either live alone or need assistance in evacuating prior to a disaster to the local OEP and Sheriff's Departments. The agency will work closely with local governments, FEMA, Red Cross to coordinate the output of information regarding post disaster shelters, DRC locations, relief assistance, etc. Cajun Area Agency on Aging, Inc. will be available for attendance at local Disaster Recovery Centers (DRC) to provide assistance to individuals applying for disaster relief.

Ensuring Service Continuation through Collaborations

Cajun Area Agency on Aging, Inc.'s responsibility is to ensure that services continue, both, pre and post disaster. Local service providers, councils on aging, will provide a two day supply of emergency, shelf stable meals during the pre-disaster period. Post-disaster, services will begin as soon as possible. Staff will assess focal points to ensure that locations are safe for consumers. Local providers will coordinate with FEMA and Red Cross to offer alternate relief assistance locations for older adults.

Section 13
Cajun Area Agency on Aging, Inc.

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.

Cajun Area Agency on Aging

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Section 14
Governing Board

Lee Perry Roy
1217 S Avenue K
Crowley, LA 70526
(337)783-6743
(337) 523-6746

Nancy Tislow
1117 Crawford
Crowley, LA 70526

Verna Guillory, Chairman
1627 Etienne Street
Ville Platte, LA 70586
(337)363-1269

Bernice Borel, Vice Chairman
PO Box 798
Loreauville, LA 70552
(337)394-4947
(337)342-0457

Fern Davidson
604 Loreauville Road
New Iberia, LA 70563
(337)256-8073

Claire Foret
225 Cajundome Blvd
Lafayette, LA 70506
(337)482-6462, ext 6615

Hazel Faulk
6000 Johnston Street, Apt 1404
Lafayette, LA 70503

Donna Wyble
3297 Hwy 357
Opelousas, LA 70570

Etta Brew, Secretary-Treasurer
819 Begnaud Street
Breux Bridge, LA 70517
(337)332-2316

Margaret Carron
1022 Arceneaux Road
Breux Bridge, LA 70517
(337)332-3788

Winnie Broussard
14239 LA Hwy 696
Kaplan, LA 70548
(337)643-8083
(337)652-2083

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Section 15
Advisory Council

Area Agency on Aging Advisory Council Membership

Name	Address	Agency/Group
Cheryl Williams*	828 Latiolais Drive, Breaux Bridge, LA 70517	Maison de Williams ADHC
Glenn Dugas*	215 E Pinhook Road, Lafayette, LA 70508	Workforce Investment Board
Courtney Breaux	PO Box 4017-C, Lafayette, LA 70502	Lafayette Consolidated Government
Mona Cravins	1005 Jefferson Street, Lafayette, LA 70503	232-HELP/211
Tina Olivier	825 Kaliste Saloom Road, Ste 102, Lafayette, LA 70508	Office of Aging and Adult Services
Tyrhonda Thomas	409 W St. Mary Blvd, Lafayette, LA 70506	Affiliated Blind Services
Ruth Estorage*	PO Box 52216, Lafayette, LA 70506	Society of Friends
Germaine Simpson	850 Kaliste Saloom Road, Ste 118, Lafayette, LA 70508	SLIC
Jennifer Nugent**	201 W Vermilion, Lafayette, LA 70501	Hear of Hospice
Daisy Trimble	437 W Mills Avenue, Breaux Bridge, LA 70517	St. Martin Parish Sheriff's Office
Julie Guillot	114 W Vermilion, Lafayette, La 70501	Leading Health Care
Carol Stephens*	PO Box 80708, Lafayette, LA 70598	Department of Health and Hospitals

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	4	Elected Officials	0
Clients of Title III Services	1	General Public	1
Representative of older persons	3	Representatives of health care provider organizations (Include veterans' health care if there is a VA facility in your area)	5
Representatives of minority older elderly	3	Representatives of supportive services provider organizations	3

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 (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 the 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 Service 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 Cajun 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 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

SENIOR NEEDS AND SERVICES SURVEY - Agency

We are obtaining information that will be used to determine the needs of elderly persons in our area. We are seeking your input as a public/private provider on the needs that your agency encounters. If you have any questions or would like to discuss this survey, please call us at 1-800-738-2256 or (337)572-8940. Please mail, email or fax this survey to us at Cajun Area Agency on Aging, Inc., PO Box 60850, Lafayette, LA 70596; Fax: 337-572-8974 or email to cajnaaa@bellsouth.net.

Agency: _____

Address: _____

Name/Title of Person completing survey: _____

1. Are you aware of the services provided by Cajun Area Agency on Aging, Inc. _____
2. What services does your agency provide to persons 60 years and older?

3. On average, how many 60 years + persons does your agency serve per month? _____
Of that number, approximately what percentage is:
_____ % low income
_____ % minority
_____ % rural
4. Are you able to serve older persons who request assistance from your agency? List any services that are provided in great supply.

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

6. What gaps in services have you recognized in the past 12 months?

7. What service (s) not currently available do you feel the Area Agency should provide in the future? _____

Under each topic, place a ① by the service you believe is most needed by senior adults, a ② by the second most needed and a ③ by the third most needed.

1. In Home and Community Services:
_____ Personal Care Assistance (help bathing, dressing, eating meals, taking medicines, etc.)
_____ Companion/Sitter Care

- Adult Day Service (all day supervision and help in a community setting)
 - Homemaker/Housework Services
 - Respite Care (personal care services provided to give caregivers a break)
 - Emergency Call System (Lifeline)
 - Telephone Reassurance (contacting frail persons by telephone on a regular basis)
 - Home Delivered Meals
2. Health Care
- Home Health/Nurse and Nurses Aid
 - Help in purchasing medications
 - Dental Care/Dentures
 - Health Screening (blood pressure checks, diabetes monitoring, foot care, etc)
 - Eye Care/Eyeglasses
 - Hearing Aids
3. Other Health Issues
- Information on health issues and new medications
 - Support groups for issues such as grief and loss or caregiving
 - Counseling, i.e. depression, coping with loss, etc
 - Help and support for alcohol, medication misuse, smoking cessation or gambling
4. Housing
- Minor home renovations/repairs
 - Yard work
 - Energy assistance
 - Rental subsidy
 - Low interest loans or grants to renovate or purchase home
 - Assisted living facilities
 - Public senior housing
5. Financial
- Assistance with writing checks, bill payments, and budgeting
 - Assistance with completing Medicare and insurance forms
 - Assistance with applying for benefits and programs
6. Transportation
- Transportation for medical appointments, shopping, visiting, etc
 - Transportation to medical specialist and treatment centers outside this area
 - Setting up a volunteer transportation network

7. Education & Recreation

- Learning computer basics
- Learning to read/write
- Exercise, dancing and walking classes or groups
- Day trips to museums, historical sites, etc
- Other classes or activities
(suggestions) _____

8. Other Services

- Legal assistance and representation, i.e. wills, powers of attorney, etc
- Elder abuse, neglect and financial exploitation services
- Crime issues, scams, fraud, personal safety and safety education
- Employment information
- Congregate meals at a community center
- Information and assistance and outreach visits to the homes of senior adults
- Information/services for grandparents raising grandchildren
- Help with problems in nursing homes

Do you have any comments about services or gaps in services for senior adults?

We are also interested in any comments you have on caregiving issues or problems that families and senior adults are facing.

List the most important service to a senior adult that is not provided in the community or the parish.

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COMMUNITY AGENCY NEEDS ASSESSMENT TALLY SHEET

1. What were the total number of surveys distributed? 31
What were the total number of responses received? 15

2. In the following service categories which services ranked first, second and third? (Place a 1, 2, or 3 by the top three services)

IN-HOME AND COMMUNITY SERVICES:

Personal Care Assistance 1 **Companion/Sitter Care** 2
Adult Day Service _____ **Homemaker/Housework Services** _____
Respite Care _____ **Emergency Call** 3
Telephone Reassurance _____ **Home Delivered Meals** _____

HEALTH CARE:

Information on health issues and new medications _____
Helping seniors with health problems and alcohol/drugs/smoking cessation _____
Home health/nurses and nurses aide 1
Help in purchasing medications 3
Dental Care/Dentures _____ **Health Screening** 2
Eye Care/Eyeglasses _____ **Hearing Aid** _____

HOUSING:

Assisted living facilities 1 **Minor home renovation/repair** 3
Public senior housing 2 **Energy Assistance** _____
Rental Assistance _____ **Yard Work** _____
Low interest loans or grants to renovate or purchase home _____

FINANCIAL:

Assistance with writing checks, bill payments and budgeting 3

Assistance with completing Medicare and insurance forms 2

Assistance with applying for benefits and programs 1

TRANSPORTATION:

Transportation for medical appointments, shopping, visiting, etc. 1

Transportation to medical specialists and treatment centers outside this area 2

Setting up a volunteer transportation network 3

EDUCATION AND RECREATION:

Learning computer basics _____

Learning to read/write 3

Exercise, dancing and walking classes or groups 1

Day trips to museums, historical sites, etc. 2

Other classes or activities _____

OTHER SERVICES:

Legal Assistance and representation 2

Elder abuse, neglect and financial exploitation services 1

Crime issues, scams, fraud, personal safety and safety education 3

Employment information _____

Congregate meals at a community center _____

Information and assistance and outreach visit to the homes of senior adults _____

Information/services for grandparents raising grandchildren _____

Help with problems in nursing homes

SENIOR NEEDS AND SERVICES SURVEY

We are obtaining information that will be used to determine the needs of elderly persons in our area. Please share your views on the need for services for senior adults living in the community by completing this survey. Your responses will be helpful in determining future services for senior adults (60+). Your answers will be compiled and kept confidential. If you have any questions or would like to discuss this survey, please call us at (337)572-8940 or 1-800-738-2256. Please mail your completed survey in the self addressed stamped envelop.

What is your age?

- 60 - 64
- 65 - 74
- 75 - 84
- 85 +

Check with whom you live:

- Alone
- With spouse
- With children
- With relatives
- Other

What is your race or ethnic background?

- White
- Black
- Hispanic
- Asian or Pacific Islander
- American Indian/Alaskan Native
- Other _____

What is your gender?

- Male
- Female

What is your zip code? _____

Are you giving care to an elderly person?

- Yes
- No

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Optional: Would you like the Area Agency to contact you about services available for senior adults and their caregivers?

_____ Yes _____ No

Name _____

Address _____

Daytime Phone Number _____

Under each topic, place a ① by the service you believe is most needed by senior adults, a ② by the second most needed and a ③ by the third most needed.

9. In Home and Community Services:

_____ Personal Care Assistance (help bathing, dressing, eating meals, taking medicines, etc.)

_____ Companion/Sitter Care

_____ Adult Day Service (all day supervision and help in a community setting)

_____ Homemaker/Housework Services

_____ Respite Care (personal care services provided to give caregivers a break)

_____ Emergency Call System (Lifeline)

_____ Telephone Reassurance (contacting frail persons by telephone on a regular basis)

_____ Home Delivered Meals

10. Health Care

_____ Home Health/Nurse and Nurses Aid

_____ Help in purchasing medications

_____ Dental Care/Dentures

_____ Health Screening (blood pressure checks, diabetes monitoring, foot care, etc)

_____ Eye Care/Eyeglasses

_____ Hearing Aids

11. Other Health Issues

_____ Information on health issues and new medications

- Support groups for issues such as grief and loss or caregiving
- Counseling, i.e. depression, coping with loss, etc
- Help and support for alcohol, medication misuse, smoking cessation or gambling

12. Housing

- Minor home renovations/repairs
- Yard work
- Energy assistance
- Rental subsidy
- Low interest loans or grants to renovate or purchase home
- Assisted living facilities
- Public senior housing

13. Financial

- Assistance with writing checks, bill payments, and budgeting
- Assistance with completing Medicare and insurance forms
- Assistance with applying for benefits and programs

14. Transportation

- Transportation for medical appointments, shopping, visiting, etc
- Transportation to medical specialist and treatment centers outside this area
- Setting up a volunteer transportation network

15. Education & Recreation

- Learning computer basics
- Learning to read/write
- Exercise, dancing and walking classes or groups
- Day trips to museums, historical sites, etc
- Other classes or activities
- (suggestions) _____

8. Other Services

- Legal assistance and representation, i.e. wills, powers of attorney, etc
- Elder abuse, neglect and financial exploitation services
- Crime issues, scams, fraud, personal safety and safety education
- Employment information
- Congregate meals at a community center
- Information and assistance and outreach visits to the homes of senior adults
- Information/services for grandparents raising grandchildren
- Help with problems in nursing homes

Do you have any comments about services or gaps in services for senior adults?

We are also interested in any comments you have on caregiving issues or problems that families and senior adults are facing.

List the most important service to a senior adult that is not provided in the community or the parish.

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INDIVIDUAL NEEDS ASSESSMENT TALLY SHEET

1. What were the total number of surveys distributed? 1,000
What were the total number of responses received? 805

2. How many persons responded in the following age range?
18-54 5 **55-64** 22 **65-74** 46 **75-84** 40 **85+** 0

3. How many persons of the following gender responded?
Male 298 **Female** 507

4. List the number of persons that responded for each zip code in the PSA.
SEE ATTACHED

5. How many responses received live in the following household compositions?
Alone 185 **With Spouse** 498 **With Child(ren)** 105
With Relatives 70 **Other Situations** 8

6. How many responses received are caring for an elderly person? 121

7. How many persons identified their race or ethnic background in the following categories?
White 540 **Black** 258 **Hispanic** 7 **Asian/Pacific Islander** 0
American Indian/Alaskan Native 2 **Other** 0

8. In the following service categories which services ranked first, second and third? (Place a 1, 2, or 3 by the top three services)

IN-HOME AND COMMUNITY SERVICES:

Personal Care Assistance 1 **Companion/Sitter Care** _____
Adult Day Service _____ **Homemaker/Housework Services** 3
Respite Care _____ **Emergency Call** _____
Telephone Reassurance _____ **Home Delivered Meals** 2

HEALTH CARE:

Information on health issues and new medications 3

Helping seniors with health problems and alcohol/drugs/smoking cessation _____

Home health/nurses and nurses aide 1

Help in purchasing medications 2

Dental Care/Dentures _____ Health Screening _____

Eye Care/Eyeglasses _____ Hearing Aid _____

HOUSING:

Assisted living facilities 3 Minor home renovation/repair 1

Public senior housing _____ Energy Assistance 2

Rental Assistance _____

Low interest loans or grants to renovate or purchase home _____

FINANCIAL:

Assistance with writing checks, bill payments and budgeting 3

Assistance with completing Medicare and insurance forms 2

Assistance with applying for benefits and programs 1

TRANSPORTATION:

Transportation for medical appointments, shopping, visiting, etc. 1

Transportation to medical specialists and treatment centers outside this area 2

Setting up a volunteer transportation network 3

EDUCATION AND RECREATION:

Learning computer basics _____

Learning to read/write 3

Exercise, dancing and walking classes or groups 1

Day trips to museums, historical sites, etc. 2

Other classes or activities _____

OTHER SERVICES:

Legal Assistance and representation _____

Elder abuse, neglect and financial exploitation services 2

Crime issues, scams, fraud, personal safety and safety education 1

Employment information _____

Congregate meals at a community center _____

Information and assistance and outreach visit to the homes of senior adults _____

Information/services for grandparents raising grandchildren _____

Help with problems in nursing homes 3

ZIP CODE RESPONDENTS

70520	4	70548	87
70525	3	70514	4
70522	1	70538	21
70542	32	70535	45
70510	126	70533	10
70512	21	70550	1
70518	2	70583	7
70515	7	70555	24
70576	1	70380	18
70340	1	70554	4
70526	20	70524	1
70592	22	70517	63
70589	9	71353	2
70577	6	70508	5
70563	1	70570	49
70582	8	70501	11
70584	5	70528	9
70527	4	70578	2
70534	3	70586	50



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