

SOUTH-CENTRAL COLORADO SENIORS, INC.

PLANNING AND SERVICE AREA AREA PLAN TITLE III and TITLE VII

OLDER AMERICANS ACT and STATE FUNDING FOR SENIOR SERVICES



SERVING THE SAN LUIS VALLEY

**AREA AGENCY ON AGING
REGION 8**

STATE FISCAL YEARS 2020-2023
(July 1, 2019 through June 30, 2023)

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SECTION I: EXECUTIVE SUMMARY

With the enactment of Social Security in 1935, the Older Americans Act (OAA) and Medicare in 1965, the foundation for the economic, health, and social support for seniors was established. As a result, the OAA Title III, the Older Coloradans Act (OCA) and the Area Agencies on Aging have become a network of care and services for seniors; providing an invaluable support system through the delivery of programs allowing seniors to remain in their own homes and communities, independently and with the dignity they desire and deserve. The core services of the OAA remain relevant and central to the mission of meeting the needs of seniors.

Since its incorporation in August of 1983, South-Central Colorado Seniors, Inc. (SCCS) has served as the designated Area Agency on Aging for Colorado Region 8, a six-county area known as the San Luis Valley. The six counties consist of Alamosa, Conejos, Costilla, Mineral, Rio Grande and Saguache encompassing an approximate 7,500 square mile service area. SCCS is a 501c (3) under the governance of a Policy Board. The SCCS Advisory Board provides advice and direction to the Policy Board for its consideration.

South-Central Colorado Seniors maintains its commitment to the mission of providing support services to seniors and adults with disabilities in its service area. The Area Agency on Aging's core support service offerings include: Transportation, In-Home Homemaker Services, Legal Assistance, Ombudsman, Nutrition-Congregate and Home-Delivered Meals, Family Caregiver Services, Material Aid and Evidence-Based Chronic Disease Self-Management Programs. SCCS has gone beyond the boundaries of the Area Agency on Aging's core services in order to effectively increase and enhance support services in the San Luis Valley. South-Central Colorado Seniors continues to retain the ADRC (Aging and Disabilities Resources for Colorado) and SHIP (State Health Insurance Assistance Program).

A significant component of the Area Agency on Aging is Coordination and Advocacy with other entities in development of additional resources in serving the older adults in our service area. As a result, SCCS is able to leverage OAA and OCA funds with other public and private resources, foundations, and donations including recipients and their families who contribute what they can to the cost of the programs. SCCS continues to cultivate existing partnerships and to establish new collaborative partnerships with various human service agencies and organizations. SCCS continues to strive to be the principle leader relative to all aging issues in the Planning and Service Area (PSA) for Region 8 to pursue a process in the development of a comprehensive and coordinated service delivery system addressing the need of the aging community and adults with disabilities. The landscape is changing and the aging trends are creating new challenges and opportunities for our Region's system of care for older adults. These challenges and opportunities require financial support from the federal, state and local governments, from various community-based organizations and from members of the community. There is a great deal Region 8 desires to do and provide, however, it is limited in its capacity related to having sufficient operating funds.

Though we live in a picturesque valley, we are well aware of both the benefits and challenges of living here. Our quiet, away-from-it-all way of life also means limited access to services, health providers, transportation, etc. Being rural, and in our outlying areas, far too many of our seniors are isolated with limited income and mobility, changes and challenges continue.

New opportunities and challenges have come about because of changes and transformation within the within our regions system of care for older adults. The transformation of aging services in LTC for instance. These changes are to reinforce the function to assist older adults; to understand the types and ways services are provided, inspiring them to live healthy and more active lives.

SECTION II: PUBLIC INPUT

When planning our four-year plan, a significant piece of this plan comes from the influence of the seniors in Region 8 along with data collected through our Community Conversations, annual satisfaction surveys and the Community Assessment Survey for Older Adults (CASOA) for Region 8.

Of most importance, senior's needs are priority. In the planning of the project, these requests and concerns are the guideline for the next four years. SCCS works to meet the needs of the older adults within the communities. Because funding is limited, over the upcoming four years, we continue to research additional areas of funding as well as the continuation of partnerships and collaboration with others when funding is limited.

During Fiscal Year 2018, South-Central Colorado Seniors (SCCS) hosted, in areas around the San Luis Valley, known as Region 8, community forums/conversations as a means to gain information from our seniors regarding their opinions, needs and suggestions for the next four years. When discussing the plan, seniors knew the importance of the conversation we were having. Some of the most crucial questions, we felt, were questions such as; how do they see the aging process changing? What are the differences between the older senior and the younger older adult? What are their expectations from both the community and the local Area Agency on Aging? Through these questions particularly gave us a place to start. Knowing what they feel the changes are and how they react to these changes, helps us understand what their needs are currently and in the future.

As part of the on-site evaluation, and the first of our community forums, a public input meeting was September 26, 2018. The conversation, held at the Alamosa meal site was comprised of few participants, including the SUA On-Site Evaluator. Though few attended this event, these consumers fully participated and expressed their concerns to aging and current and needed services.

Continuing with other community conversations included Monte Vista (Rio Grande County) with seven (7) in attendance; Creede (Mineral County), eight (8) participants, the small community of Saguache (Saguache County), six (6) participants, Antonito (Costilla County), six (6) attendees and most southeastern community of the San Luis Valley San Luis Conejos County, 16 community members in attendance. Attached you will find a schedule of the Public Forums we facilitated. As we thought about the concerns and needs of our communities within the San Luis Valley, developed and some acquired from other AAAs, were questions around the concerns and needs of our most vulnerable, our seniors.

- When asked of them what they like about aging, *independence* was most important.
- When asked of them, what is most difficult as they age, their response was *fear*;

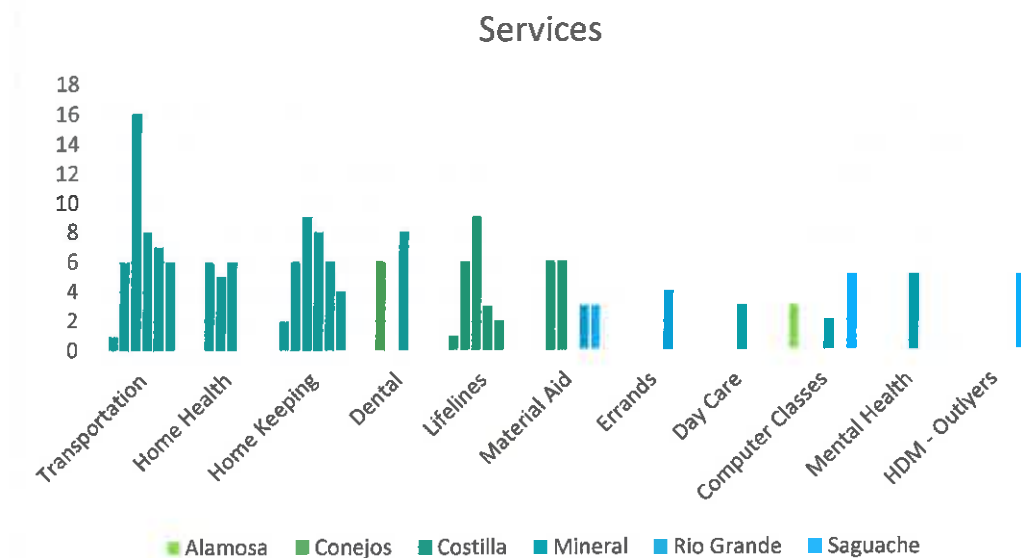
Fear of having to rely on someone else, fear of the inability to perform their own daily functions without help; (showering, bathing, dressing, eating); fear of losing their independence; driving, shopping.

In conversation regarding electronics, the older seniors are concerned about losing their ability to manage their finances, shopping, contact with family and friends. As those just approaching their 60's, their world is different. Lifestyles are changing, their likes and choices are affecting the needs of today. In our upcoming strategic plans, we will have to account for these changes.

As older adults continue to age, social isolation and loneliness are associated with a higher risk of mortality. We are seeing more seniors in homes alone and neglected. When asked what they do to keep from being isolated or what they would do, very few would leave their home to socialize or partake in events within the community because of health issues, dental issues, lack of family or no transportation.

As we continued with our community discussions and listened to what senior's concerns are, the programs we offer, especially the homebound meal program, we find that our daily connections with the seniors is priority. We are their contact and lifeline to the communities. The services we are able to provide as well as add is crucial to keep our older adults independent, meaningful and dignified lives in their own homes. The partnership within the communities is needed even more so in the upcoming years.

As shown below, services are out of the ordinary. It is imperative that we meet these needs in order to preserve our mission.



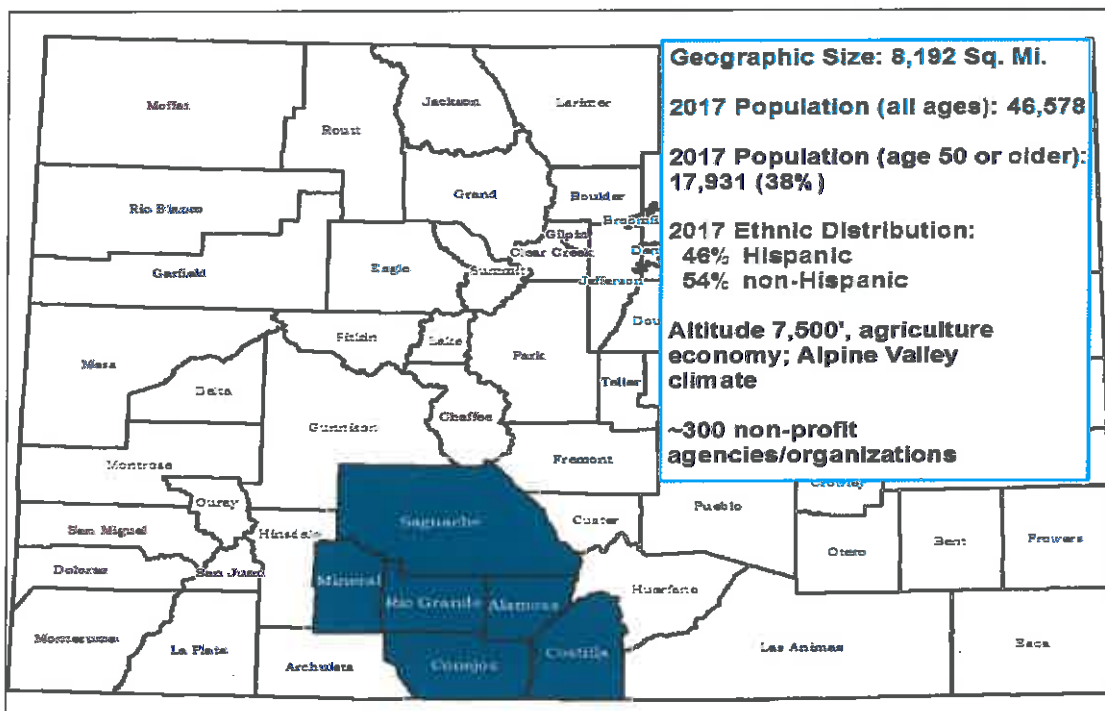
The overall reoccurring theme for future needs of the aging population are services that enable the older adult to remain living in their own home independently with dignity emphasizing transportation, In-Home Services, Respite Care, nutritional needs and a service we have not dealt with, but the need is great, Grandparents Raising Grandchildren. Through material aid, our seniors are able to stay at home and are mobile within their home with the use of safety aids (grab bars, tub bars, shower chairs, etc.) memory aids (pill organizers, alarm clocks, etc.), eyeglasses, materials for construction of ramps and much more.

There are areas within our region that SCCS has not been able to reach and their biggest need because of their outlying areas is homebound meals. Our goal is be to bring the homebound program to two of these outlying areas, South Fork and La Garita.

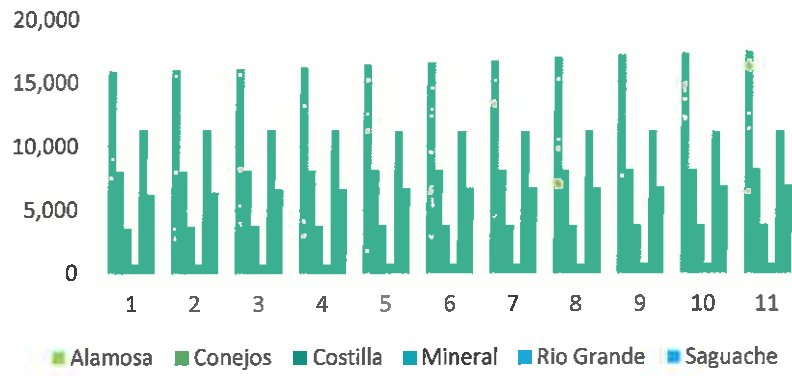
As their needs continue, our goal is to continually research for unrestricted funding and the partnerships with other organizations who are willing and able to merge with those who have entrusted SCCS with funding to meet our mission and serve our seniors of this Valley.

SECTION III: DEMOGRAPHICS

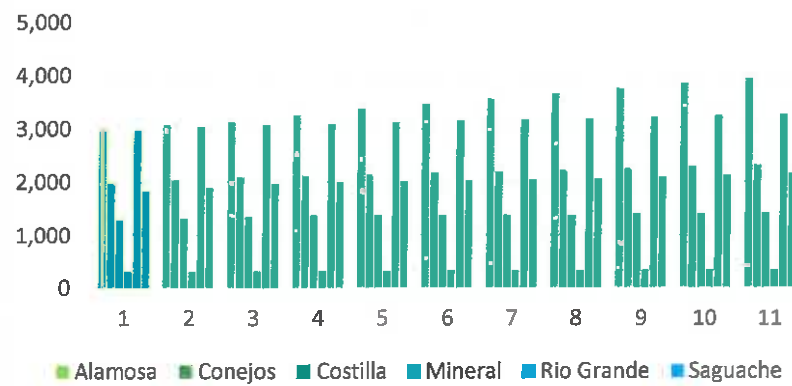
The San Luis Valley, surrounded by majestic mountain ranges embracing the state's most fertile valley at the headwaters of the historic Rio Grande, a spiritual center of ethnic populations enhanced by a rich Hispanic legacy. The region incorporates six counties including Alamosa, Conejos, Costilla, Mineral, Rio Grande and Saguache, that today embraces a natural diversity of the essence of Colorado. The uniqueness of this high altitude, 8,000 square-mile region is a place that has abundant sunshine, blue skies and starlit nights. With its unique communities, San Luis Valley is a journey with a destination for everyone. This alpine valley is a peaceful alternative to urban crowding promising to be a place that awakens your potential & sustains opportunity. Along with this vision of abundance of beauty, lives the isolated and poverty-stricken of the Valley.



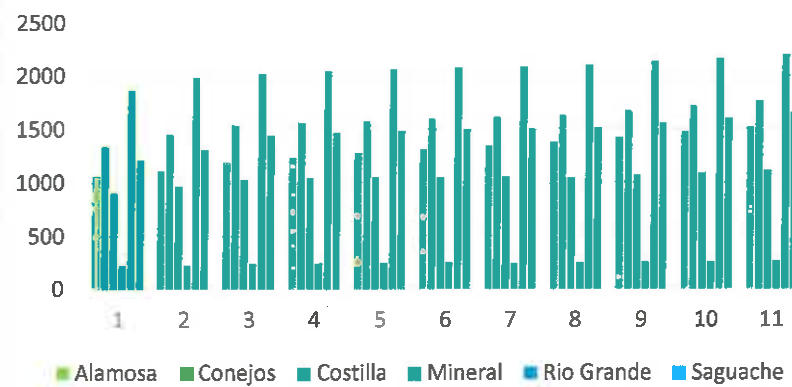
total population



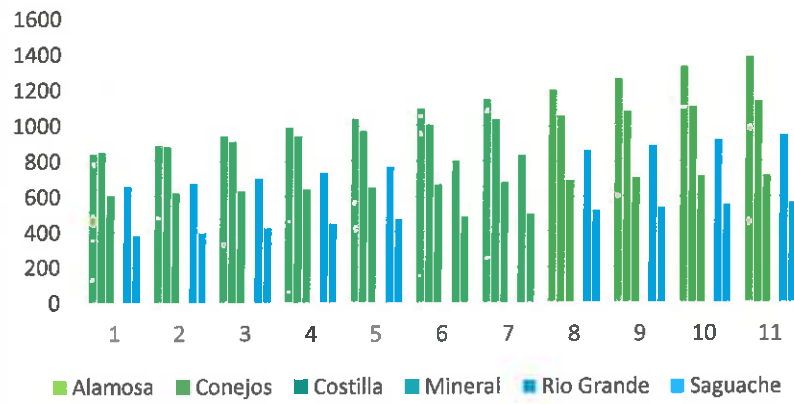
60+ population



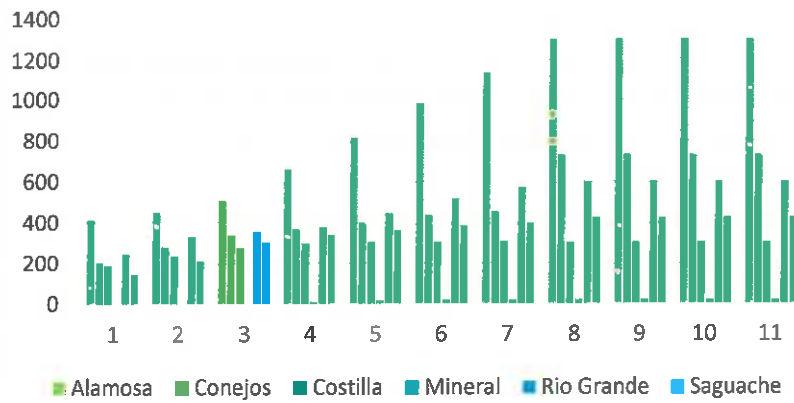
Rural 60+



ethnic minority



poverty 60+



SECTION IV: COMMUNITY ASSESSMENT SURVEY OF OLDER ADULTS (CASOA)

Each section discusses older adult ratings of the community, participation in activities and potential problems faced by older adults as related to each of the six dimensions.

Overall Community Quality	<ul style="list-style-type: none">•Community as a place to live and retire•Recommend community to others•Residential stability
Community and Belonging	<ul style="list-style-type: none">•Sense of community•Overall safety•Valuing older residents in community•Crime victimization and abuse
Community Information	<ul style="list-style-type: none">•Availability of information about older adult resources•Financial or legal services
Productive Activities	<ul style="list-style-type: none">•Civic engagement - volunteerism, voting, civic attentiveness•Social engagement - social and religious activities•Recreation - recreational activities, personal enrichment•Caregiving - providing care for children or adults•Economic contribution - the dollar value of activities
Health and Wellness	<ul style="list-style-type: none">•Physical health - physical fitness, fitness opportunities, diet•Mental health - emotional well being, quality of life, confusion•Health care - health services, medications, oral and vision care•Independent living - activities of daily living, hospitalizations
Community Design and Land Use	<ul style="list-style-type: none">•Housing variety and availability•Ease of travel by car, foot and bus•Access to daily needs•Overall quality of life

COMMUNITY STRENGTHS – SAN LUIS VALLEY

<i>San Luis Valley – A Place for Older Residents Community Strengths</i>		
COMMUNITY QUALITY	2018	2010
Community as a place to live	74%	76%
Community as a place to retire	62%	60%
Overall quality of services provided to adults age 60+	30%	36%
LONGEVITY		
Recommend living in community to older adults	59%	62%
Remain in community throughout retirement	87%	88%
Lived in community for more than 20 years	57%	70%

OLDER RESIDENT’S NEEDS - SAN LUIS VALLEY

- Older residents had the largest needs in the areas of civic engagement and physical health.
- Few reported needs in the areas of caregiver burden and safety.
- Compared to 2010, the area of civic engagement increased in need in 2018 while the needs related to financial and legal, meaningful activities, mental health and basic necessities decreased in need.

<i>San Luis Valley – Adult Needs</i>		
COMMUNITY and BELONGING	2018	2010
Safety	22%	15%
PRODUCTIVE ACTIVITIES		
Civic engagement	73%	61%
Social engagement	44%	44%
Recreation	42%	38%
Caregiver burden	16%	-
Financial and legal	49%	65%
COMMUNITY INFORMATION		
Meaningful activities	52%	61%
HEALTH AND WELLNESS		
Physical Health	62%	70%
Mental Health	45%	54%
Health care	51%	58%
Institutionalization risk	31%	37%
COMMUNITY DESIGN & LAND USE		
Basic necessities	28%	36%

Reviewing The Colorado Assessment Survey of Older Adults (CASOA) gave us the opportunity to see outside the core services when considering what services are, in actuality, needed for our seniors within our communities within the San Luis Valley. When planning for the next four years, are we meeting the needs of the changing society and offering those services? For example, one current need within our communities within our region is grandparents raising grandchildren. As time moves on, we see the need to implement new services.

With the help and partnership of those aiming for the same results, we can focus on the needs of the senior residents of the valley and increase the services needed to meet our mission.

SECTION V: VOLUNTEERS: CURRENT AND FUTURE PROGRAMS

Volunteers serve in different roles. The impact our volunteers is great, on the frontline as well as behind the scenes. Whether their assistance is at the office, meal sites or driving a homebound meal, our volunteers are extraordinary. Volunteering comes in many forms- action makes a difference.

Volunteers offering their services within Region 8 assist in different capacities within our Nutrition Program, Administration Office, our Advisory and Policy Boards, and our committees within our AAA. Below is a summary of volunteers consisting of 34 volunteers:

Nutrition Program:	16
Admin Office:	2
Advisory Board:	5
Policy Board:	10
Committee(s)	1

The people of the communities within our region have stepped up and have been there to offer their time as volunteers in many ways. They are dedicated and most of all, love what they do. We NEED our volunteers. A little story to share; this is what volunteering is about: A volunteer at one of our meal sites started in 2003 as a homebound delivery driver and unfortunately ended her driving in 2016 because her children insisted she stop because of age and safety. It was heartbreaking to both her and us, mid 90's at that time. It was her desire, dedication and love to volunteer and her respect for her children's concern that led her to end her homebound delivery days. However, this was not going to be the end of her volunteering days. Today, she continues to volunteer at the same meal site and sets our tables. She continues to start the day bright and early, dresses beautifully and still has that "glow" about her at 98 years old. Her words quite often, "thank you for continuing to "need me"; I need you".

As time passes and services become more in demand, our priority will be to bring older adults in as volunteers and let them know we need them!

SECTION VII: QUESTIONS

Core Services

1. Which of the following services is funded by the AAA?

- a. Congregate Meals
- b. Home Delivered Meals
- c. Transportation Services; and/or
- d. In-Home Services

South-Central Colorado Seniors, Inc. provides funding for all above-noted services (Congregate and Home Delivered Meals, Transportation and In-Home Services).

2. In your region, are there any situations, not including funding, that are barriers to innovation within the core Older Americans Act programs? If yes, please elaborate and be as specific as possible.

Within the San Luis Valley, there are no obvious barriers to Innovation within the core OAA programs.

3. What is your current process for monitoring providers and what plans do you have to update it and improve over the next four years?

Currently, South-Central Colorado Seniors, Inc. is the Provider for all services available to consumers within the San Luis Valley except Legal Services. The community of Creede (Mineral County through the Nursing Service) also provides In-Home Services and Respite Services with Title III funding by way of SCCS.

On-site monitoring for the providers on an annual basis, performed by the Director of South-Central Colorado Seniors monitoring includes consumer assessments, case files, program income tracking, background checks, accounting processes, billing documentation, handling of cash and/or voluntary contributions, in-kind documentation

On-site monitoring, as is currently being done, works well for this area. This gives SCCS the opportunity to see firsthand their operation. It also gives us the opportunity to acquaint ourselves with those that work directly with the program they are servicing.

4. What services currently have a waitlist? What is the process for monitoring the waitlist and how are individuals prioritized to receive services?

In-Home Services and a portion of Part B Material Aid, earmarked for eyeglasses, carry the highest number of consumers on waitlists.

Waitlists are monitored quarterly if not before. If the consumer no longer needs this service, they are removed from the waitlist. Once a client exits the program, the consumer in most need of this service from the waitlist, becomes a client within this service.

Ombudsman and Legal Assistance

5. What long-term care issues will your AAA's local Ombudsman Program give priority to as a systems advocate during the next four years?

Priority is given to conduct the required visits to LTC facilities, assisted living and swing bed facilities; complaint resolution; supervision of the volunteer Ombudsman; attendance of the resident council meetings, family council meetings, and the professional development of educational and informational presentations as well as the development and continued education for both the salaried and volunteer Ombudsman.

6. In addition to resident council meetings, family council meetings, and trainings to facility staff, what other activities will the local Ombudsman participate in during the next four years to educate the community regarding ombudsman services?

Just recently and over the next four years, the local Ombudsman was and will continue to remain on the Health Care Coalition Board which also runs the local Emergency Preparedness valley-wide units, and Adult Protection Teams (APS) around the Valley.

Our local Ombudsman also participates and will continue to participate at the health fairs annually Valley wide. Not only does the local Ombudsman educate the members of the communities regarding this role but also the importance of South-Central Colorado Seniors, Inc., the local Area Agency on Aging.

We have and will continue to include our local Ombudsman in the activities and education we South-Central Colorado Seniors offers to other organizations and most of all, our local communities.

7. Specifically, what legal issues will be given priority for receiving representation from the Legal Assistance Program during the next four years? How will the AAA ensure that the local Legal Assistance provider is able and willing to provide representation for these issues?

SCCS. follows Volume 10 and the SUA Policies and Procedures in regards to the Legal Assistance Program. Priority issues currently have been senior fraud and financial exploitation. Required and requested priority for Legal Services will be older adults over 60 are most vulnerable, suffered abuse, discrimination, guardianships, advance directives and consumer issues with public benefits.

- MOU with Colorado Legal Services identifying the legal issues in writing.
- Reviewing the quarterly reports produced by the local Legal Service.
- On-Site Monitoring.

8. How will the AAA ensure that legal advice from the local Legal Assistance Provider is able to provide representation for these issues?

Constant communication between the AAA, South-Central Colorado Seniors, Inc. and Legal Services as well as client contact.

Other Services

9. What evidence-based health promotion or disease prevention programs does the AAA currently provide and plan to provide during the period of the Area Plan?

Currently, South-Central Colorado Seniors, Inc. provides Chronic Disease Self-Management Programs (CDSMP and DSMP).

SCCS plans to continue with Chronic Disease programs as well as focusing on other evidence-based programs out of the Valley and partner with those in other areas who can teach new evidence-based health promotion programs.

Within the San Luis Valley, it is a struggle acquiring volunteers for these programs as well as keeping leaders aboard once certified. Therefore partnering with others around the State and bringing them into the San Luis Valley seems has been an option.

10. In addition to funding received through the Older Americans Act (OAA) and State Funding for Senior Services (SFSS), what other funds are received by the AAA to provide services for older adults (e.g. Senior Health Insurance Assistance, Colorado Choice Transitions, etc.)?

South-Central Colorado Seniors, Inc. also receives funding from SHIP/SMP, other local governments such as San Luis Valley County Commissioners, City of Alamosa, CSBG, FEMA, NSIP.

Targeting and Outreach

11. What are some successes the AAA has used that improved access and utilization of services by individuals who are at greatest social and or economic need?

Home visits. More often than not, we execute home visits for a variety of reasons; i.e. seniors struggle to understand the questions on the assessments. This gives us the opportunity to engage personally with the seniors themselves. We are then given the opportunity to observe what is truly happening in the home; are they in need of other services besides the service they have requested, do they have family there for them, etc.

Make contact with emergency contacts; it keeps the communication line open so they are aware of rules and regulations of the service(s) the client is receiving; for example: for those receiving homebound meals, call in to the Admin Office when the client will not need a meal for the day, or in the hospital, nursing home, etc. We also let them know what our procedure is if the client is not answering the door to receive their meal after two days.

As an emergency contact, SCCS feels they need to know the importance of being in that role.

12. What strategies will the AAA use to raise awareness of the services provided and increase the number of services provided and the number of unduplicated clients over the four years of the Area Plan?

Distribution of AAA brochures to medical clinics, Valley hospitals, senior centers.

Because we do not have a website, we have started a FB page. Here we can announce upcoming classes, information and changes regarding our services, and make contact with other organizations and notify them of our services.

Collaboration with nursing staff through LTC facilities regarding transfer back home cases in need of services; collaboration with nursing services, OLTC Valley wide.

Education at meal sites Valley wide.

Innovation and Expansion of Services

13. What type of innovations is the AAA planning to try during the next four years to improve the quality and availability of services provided or funded by the AAA?

- In-person visits at meal sites; in-person visits with our seniors;*
- Communication with clients utilizing our services; in-person or by survey;*
- Home Visits; can we detect other services a client is in need of;*
- Expansion of the Transportation Program; Partnering with others performing the same services so not to duplicate the service.*

14. What plans, if anything, do you have to measure the effectiveness, efficiency, outcomes of your programs and services?

- *Continuation of community/client surveys*
- *Take part in community forums; sponsor community discussions regarding the need of older adults in the different communities of the Valley. The realization that different areas are in need of different services.*
- *The use of spreadsheets regarding waitlists, RFPs, financials such as NSIP, reimbursements, etc.*
- *South-Central Colorado Senior's goal is to make older adults within our Community, aware of who we are as an Area Agency on Aging as well as services we provide.*

SECTION VII: TITLE III AND VI COORDINATION

N/A

SECTION VIII: FORMS

Attachment A: Direct Service Waiver Request

SCCS posts services provided by way of RFP in the local newspaper. This will be done mid April 2019. A copy of the posted RFP once post is completed (10 days)

Attachment B: Meal Sites

Attachment C: Community Focal Points and Senior Centers

Attachment D: Regional Advisory Council Membership

Attachment E: Statement of Intent/Signature Page

Amendments A, B, C and D are attached separately.
Amendment E, see below.

DIRECT SERVICE WAIVER REQUEST

We hereby request approval of a Waiver to provide the direct services listed below.

1. Title III Part C: Nutrition - Congregate and Homebound
2. Title III Part B: In-Home Services
3. Title III Part B: Transportation
4. Title III Partg E: National Family Caregiver Program
5. Title III Part D: Health Promotion
- 6.

Please attach documents describing the direct service to be provided including organizational structure and planned methods of program services delivery.

PLEASE NOTE: If the Waiver Request is incomplete, this may result in a delay of the approval of the Area Plan.

NUTRITION

[illegible]

[illegible]

COMMUNITY FOCAL POINTS AND SENIOR CENTERS

LIST ALL FOCAL POINTS AND SENIOR CENTERS INCLUDING NUTRITION SITES IF IT IS A FOCAL POINT

[illegible]

8

[illegible]

LOW-INCOME	MINORITY	60 +
0	2	5

STATEMENT OF INTENT

The Area Plan

Is hereby submitted for

AREA AGENCY ON AGING (AAA) NAME

REGION

For the period July 1, 2019 through June 30, 2023

This Area Plan includes all assurances plans under provisions of the Older Americans Act during the period identified. The Area Agency on Aging identified above shall assume full responsibility to develop and administer the Area Plan in accordance with the requirements of the Older Americans Act and related State regulations and policy. In accepting this authority, the Area Agency on Aging assumes responsibility to promote the development of a comprehensive and coordinated system of community services and to serve as the advocate and focal point for older persons in the planning and service area.

The Area Plan has been developed in accordance with the rules and regulations specified under the Older American's Act and Staff Manual Volume 10, and is hereby submitted to the Colorado Department of Human Services, Division of Aging and Adult Services for review and approval.

SIGNATURES:

Monica Wolfe
Director,
Area Agency on Aging

3/31/2019
DATE

Betty Scott
Chairperson,
Area Agency on Aging
Advisory Council

3/31/2019
DATE

Carol Rogers
Chairperson,
Governing Board of the
Area Agency on Aging

3/31/2019
DATE

Public Input Forum

Alamosa County

September 27
6pm-7:30pm

Alamosa Senior Center
92 Colorado Ave, Alamosa, CO 81101

Conejos County

October 18
6pm-7:30pm

Northerner's Senior Citizens Center
413 Main Street, La Jara, CO 81140

Costilla County

October 10
6pm-7:30pm

Costilla County Senior Citizen's Club
1101 Salazar, San Luis, CO 81152

October 11
6pm-7:30pm

Blanca/Fort Garland Community Center
17591 Highway 160, Blanca, CO 81123

Mineral County

October 4
6pm-7:30pm

Creede Baptist Church
600 La Garita St, Creede, CO 81130

Rio Grande County

November 8
6pm-7:30pm
81144

Tri-County Senior Citizens
311 Washington Street, Monte Vista, CO

November 13
6pm-7:30pm

Del Norte County Annex Building
965 6th St, Del Norte, CO 81132

Saguache County

October 23
Room
6pm-7:30pm

Saguache County Road and Bridge Meeting
305 3rd St, Saguache, CO 81149