

**FOUR-YEAR AREA PLAN
TITLE III AND TITLE VII**

Older Americans Act

**East Central Council of
Local Governments**

**Area Agency on Aging
Region V**

**STATE FISCAL YEARS 2012-2015
(07-01-11 to 06-30-15)**

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SECTION I: EXECUTIVE SUMMARY

The AAA strives to ensure that support and nutrition services are available and accessible to the region's older citizens, particularly those with the greatest social and economic need. This plan describes the efforts of the East Central Council of Local Governments' Area Agency on Aging in addressing sustainable home and community based services which are provided directly by the AAA, or through contractual arrangements with other agencies, to assist older adults in maintaining their independence, health, and quality of life in their own homes for as long as possible. The AAA will utilize federal Older Americans Act grant funds in conjunction with state, county and other local funds to plan for, monitor and fund an array of programs in Cheyenne, Elbert, Kit Carson and Lincoln counties. It is difficult to adequately plan for a future given uncertain funding and the negative community perception of "government" agencies. The AAA will participate in the senior health fair or other similar events; provide technical assistance to other agencies or civic organizations; continue to improve/develop techniques to reach and assist older adults; as well as continue to develop educational mechanisms.

This agency will make every effort to review its current service delivery system and implement changes whenever possible and more cost effective...as well as attempt to maintain current levels of services. This agency also recognizes that it can't be everything to everyone and may explore the possibility of moving to a voucher-based system which may allow more flexibility in the "core" services it provides, which would be consumer designed and directed. Infrastructure would need to be re-defined and developed to diminish the current stigma attached to senior centers, placing the responsibility and control of actual service and service delivery with the consumer. In order to attempt this type of service delivery however, amended regulations would be necessary. Increased local tax commitment for senior programs is not in the cards, as our small local governments also find themselves struggling to maintain levels and variety of current services. County Commissioners have made it a matter of policy that the county will not assume additional liability for any federal...or state...sponsored program that is in danger of reducing services due to lack of adequate funding. This region typically will only fund the mandated (required) services on a minimal part-time basis during the next four years. If necessary, reductions in the level of services currently being provided may be necessary over the next four years. There is no plan to increase organizational capacity. In fact, we have found it necessary, and in some cases have made it a matter of policy, that as staff resign or retire, positions and duties are revised and reassigned to combine, and often eliminate a full or part-time position, both in administrative and operational functions. Volunteers have been recruited to fill eliminated operational part-time positions. We are a limited, part-time, service agency, increasing the organizational capacity is not an option...or necessary...unless and until increased funding is received which would make it necessary to increase organizational capacity that the current part-time staff are unable to fulfill.

SECTION II: CONTEXT: DEMOGRAPHY, TRENDS, AND INPUT

The four counties comprise an area of about 8,400 square miles consisting of flat or gently rolling terrain. The sparseness of the region's population...three counties have an average of 2.1 people per square mile (with Elbert county having an estimated 8.8 people per square mile)...coupled with geographic size and distance from metropolitan areas, has caused the Area Agency to dwell more intently on the definition of social need as "rural isolation". The small population and accompanying economic situation in the region have limited the availability of goods and services...or have priced those goods and services beyond the range accessible to many of those aged 60 years and older. Historically, the economy of the region has been agricultural. Elbert County has been agriculturally focused mainly on cattle and poultry production and while these activities still contribute to the local economy, more of the county's basic income is now derived from residents who commute to jobs in the metro area. New residents to Elbert County are likely to have moved there from a different county in Colorado. Despite the higher proportion of elderly people, only 11.2% of those households receive retirement income. In Lincoln County, the economy is traditionally farming and ranching and while this continues to be the backbone of the local economy, the largest single employer is now the Limon Correctional Facility. Cheyenne and Kit Carson County's economy is based on agriculture. Goods and services catering to retired residents are also important contributors to the local economy.

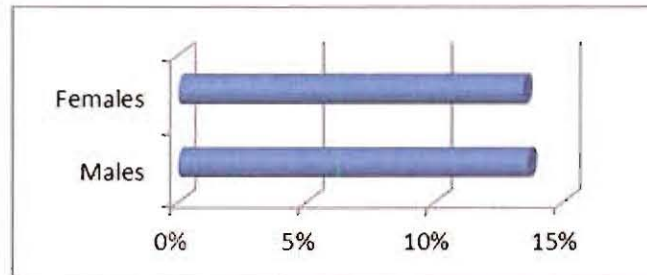
CASOA survey objectives were to: 1) identify community strengths; 2) articulate specific needs of older adults; 3) estimate contributions by older adults; and 4) to determine the connection between older adults and the community. Forty common needs affecting older adult well-being were assessed. It was anticipated that results would provide useful information for planning, resource development, and strengthening advocacy efforts.

Most of the region's older residents gave high ratings to the communities where they live and almost half of those surveyed stated that the services offered to older adults were excellent or good. 4% of AAA survey respondents indicated having difficulty in getting medical care; 77% were able to find needed information...word of mouth, newspapers, church, senior centers and family were the more noted sources of this information. A number of people (24%) said they had a struggle money problems, weight loss, utility issues, and just "old age" in general.

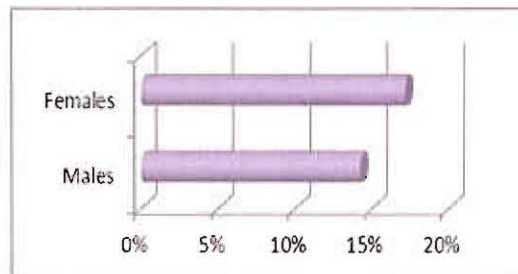
According to latest 2009 population estimates, the 60+ population represents over 20% of the region's population. This population grew by 33% from the last 4-year plan. According to those same estimates, the 60 to 75 age group is expected to increase by 16% and the population over the age 75 is expected to increase by 7% from year 2012 to year 2015, increasing the demand for services. 13% of the region's population were sent a survey, 38% of those responded or a total of 5% of the senior population.

Increase in population from 2012 to 2015:

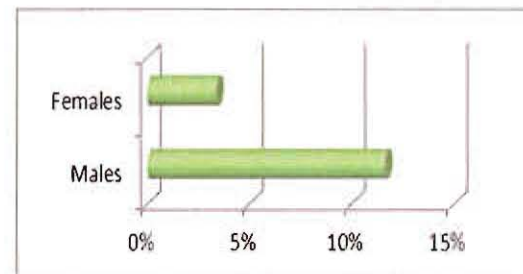
Total 60+ Population



60 to 74 age group



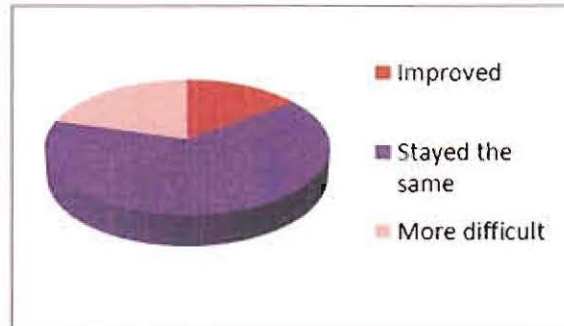
75+ age group



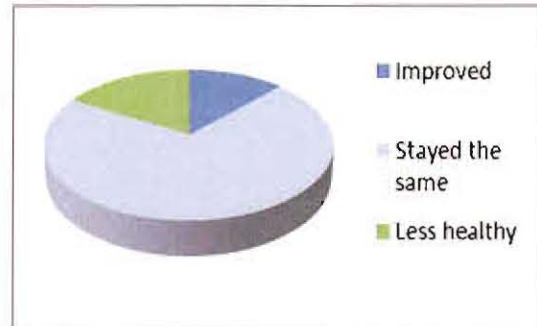
Other demographic information about this region includes: 1) 98% of the regions senior population is white; 2) The majority...almost 90%...own their own homes, 36% live alone; 3) Most older adults have enough money to live comfortably, however a significant number live at or near the poverty level; 4) Over 87% reported their quality of life as good or excellent; 7.5% reported having some difficulty with activities of daily living; 5) 4% said dealing with legal and financial planning issues was a major problem, and 36% said that availability of financial and legal planning services is poor; 6) a major concern continues to be availability of transportation...public transit systems in this region are almost non-existent...there are no taxi or commercial bus services. The only modes of transportation are private vehicles or the Outback Express Public Transit system, which operates on a limited scheduled part-time basis.

AAA survey results show that over the last year, older adults reported a 13% improvement in their day to day lives, most indicating services available to seniors as the reason for the improvement. 11% of survey respondents reported improvement to their general health for a number of reasons, including eating healthier and walking/exercising more.

Day to Day Life



General Health



There was some difficulty in “ranking” the services based on the random answers to the AAA survey question. However, based on input from COSOA Survey combined with results of the AAA survey, the Senior Services and Transit Advisory Board prioritized services as follows, from most important to maintain to least important:

- Nutrition
- Material Aid (financial assistance)
- Transportation
- Ombudsman
- Information & Referral and Outreach
- Health Promotion and Medicine Management
- Respite Service
- Homemaker
- Legal
- Nutrition Education
- Nutrition Counseling

The ECCOG Governing Board agreed with the ranking of the services above, but felt that the service priority outcome from the AAA survey should also be noted, this service priority list follows:

- Material Aid (financial assistance)
- Ombudsman
- Meals Program
- Information & Referral and Outreach
- Transportation
- Health Promotion and Medicine Management
- Respite Service
- Homemaker
- Legal
- Nutrition Counseling
- Nutrition Education

The AAA works closely with the Colorado East Community Action Agency, all four County Departments of Social/Human Services, County Public Health offices, etc. The AAA will continue to coordinate training and information sharing meetings involving staff from all agencies in an effort to ensure that needy individuals do not fall through the cracks. Our field staff is long-tenured within their respective communities. This longevity, coupled with the sparse population, gives our people a unique ability to be personally acquainted with nearly all persons over the age of 60. We are able to observe when clients and potential clients can no longer provide for themselves with daily living needs such as transportation, nutritious meals, or home cleaning/maintenance. Our continuing close working relationship with other service providers in the region, and with the local governments, gives us the unique opportunity to channel our program information to their clients...many of whom are means tested and known to be in economic need.

CASOA survey respondents gave high ratings to their communities as a place to live and many gave similar ratings for the region as place to retire. Services offered to older adults were considered excellent or good. Historically, this region's residents have always been self-sufficient, with a willingness to help family and friends when needed. This effectively gives older adults the ability to maintain their independence with limited assistance. In 2010, 87% of older adults reported spending at least one hour a week providing help to friends or relatives, up from 62% in 2005. The region has a relatively low percentage of older adults below the federally designated poverty level. While friends and family can do some things as volunteers/neighbors, services to help mitigate needs once they develop and help build strengths are necessary. Many of the regions older adults have escaped depression, hospitalization, falls, illness and other typical consequences of aging, the way they confront their setbacks provides them with the strength to inoculate them from diminished quality of life. While medical science has been successful in prolonging life, society has yet to adequately identify and promote a new role for older adults who are living longer.

PROVISIONS FOR LEGAL ASSISTANCE, OMBUDSMAN, AND NUTRITION SERVICES:

Legal Services:

Services will be provided through Colorado Legal Services, who will conduct four community education programs, one in each county, to persons 60 years of age or older. Following the programs, individuals will be given the opportunity to participate in the free legal clinic and meet with an attorney and/or a paralegal under the direct supervision of an attorney to discuss their legal concerns/issues. Preference for services will be given to those in greatest social and economic need. Colorado Legal Service will provide guidance, legal advice, referral and, to the extent resources allow, representation to individuals referred by the ECCOG; provide technical assistance upon request to the ECCOG Area Agency on Aging staff with regard

to legal assistance to the elderly. The AAA will publicize all scheduled legal clinics in area newspapers and posters on the event will be placed in post offices, senior centers, and grocery stores. Information will also be shared with other agencies/interested persons during any scheduled or unscheduled meetings.

Ombudsman Services:

An adequate amount of the region's State Funding for Senior Services will be allocated to provide ombudsman services. In the past, the region has met and exceeded all program requirements. The Colorado Ombudsman Policy and Procedure Manual will be used by local ombudsmen for guidance in the provision of ombudsman services. All LTC Ombudsmen will be required to submit to a CBI (Colorado Bureau of Investigation) records/background check. The lead LTC ombudsman is located within the Area Agency on Aging main office in Stratton. In the event that an ombudsman is unavailable to provide service due to vacation, sick leave, retirement, resignation, or other event, it will be the lead ombudsman's responsibility to provide coverage for that ombudsman. The lead ombudsman may provide the coverage directly, may designate an ombudsman currently covering another area or may utilize a combination. If the lead ombudsman is unavailable, another certified ombudsman will be appointed to fulfill those duties. Activities will be reported to the lead ombudsman, for data entry into the SAMS OmbudsManager program. Service will be provided by two part-time staff. The AAA will publicize the function of the program through regularly scheduled visits to all facilities, distribution of written materials, and participation in adult protection meetings. Ombudsmen will visit nursing homes monthly and PCBH quarterly. They will make personal contact with all residents and new admissions, and will investigate and resolve all complaints in the best interest of the resident.

Nutrition Services: N/A

HEALTH PROMOTION AND EVIDENCE- BASED PROGRAMS

Health is an important aspect of overall well-being. Within society at large, there has been a significant shift toward disease prevention and health promotion. Good health provides reserves for coping with environmental influences and reduces costs to the individual and society. Physical and emotional health are strengths and are bolstered by the presence of social supports. Research shows that people with more social supports live longer, have better physical performance, better cognitive functioning, and reduced decline in physical and mental capacity. Evidence-based programs empower older adults to take more control of their own health through life style and behavioral changes that have proven effective in reducing the risk of disease and disability.

This region, out of necessity, has a strong sense of community and neighborhood. More than two thirds of the seniors reported receiving “a lot” of social support from family and half reported “a lot” of support from their friends. “We are used to doing things for ourselves and our neighbors...our local grocery stores will even make delivers when we can’t get out.”

With regard to health promotion or disease prevention programs provided by this AAA, with the very small amount of OAA Title III Part D funding, the AAA contracts with an agency, Colorado East Community Action Agency, who serves the same 4-county area. This agency provides health insurance counseling, providing advice and options on Medicare and Medigap insurance.

This region demonstrates a strong coordination and cooperation between all service agencies and local governments. To the greatest extent possible, this AAA plans to attend other service provider or agency meetings, as well as attending meetings hosted or sponsored by any community coalitions. The AAA is involved in three of the local adult protection teams...only Cheyenne County currently does not have an APT. The AAA will a) participate in the senior health fair or other similar events; b) provide technical assistance to other agencies or civic organizations; c) continually examine its own and other agency service delivery system to ensure they are meeting needs and are effective; d) continue to improve/develop techniques to reach and assist older adults; e) continue to develop educational mechanisms.

PUBLIC INPUT

The AAA contracted with the National Research Center to conduct a survey of the regions older adults. As previously mentioned, the objective of the survey was to identify the strengths and needs of the older adults in the region and to provide useful information for planning, resource development and advocacy efforts. The target population to receive this survey was focused on adults over the age of 60, who were randomly selected to participate. In addition, a survey was distributed during August by the AAA at the various senior centers, post offices, and nutrition meal sites in an effort to obtain information from area seniors about the services currently provided by the AAA, as well as asking them to rank those services in order of importance. The Senior Services and Transit Advisory Board reviewed the brief report of the CASOA survey at its August meeting, and well as the draft survey regarding the services currently being provided. The report of the AAA survey was reviewed at its September meeting at which time community input was also solicited. All meetings are open to the public. All relevant comments and responses were incorporated into this document. Copies of the documents were made available to the general public and other area agencies upon request. These are also available on the ECCOG’s website (www.eccog.com) and the AAA’s website (<http://ecaaa.tripod.com>). The final 4-Year Plan was reviewed and recommended for approval at the October meeting of the SSTB; a public hearing was held in conjunction with that advisory board meeting. This

meeting was advertised and open to the public. The ECCOG Board of Directors reviewed and approved the 4-Year Plan at its November meeting.

SECTION III: TARGETING, PREFERENCE AND PRIORITY

Plan to target services:

- Provide funding for outreach and information & referral services through a network of senior services coordinators located throughout the region
- Provide senior services coordinators with the tools, materials and training to inform residents about the services available and how to access them
- Attend meeting with other agencies or service providers to disseminate information about services
- Continue to update and publicize the human services directory and area agency website
- Work with news media to provide information on topics pertinent to older adults

As grant funds for the various programs administered by ECCOG's Area Agency on Aging are awarded on a year-to-year basis, it may be necessary for the agency and/or service provider to limit service hours, because of a decrease or elimination of funds, or an increase in program costs without a corresponding increase in program's revenues. Should this be necessary, the agency/provider will place eligible persons requesting service on a waiting list. Priority will be given to those targeted by the Older Americans Act and Older Coloradans Act, with due consideration to the amount of time kept on the list. Timely Removal from a Waiting List may include any of the following reasons: Client Receiving Service, Client Request, Service Need Change, Loss of Contact, Ineligibility, Death, and Service No Longer Offered.

SECTION IV: FORMS

Attachment A:	Direct Service Waiver Request
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

DIRECT SERVICE WAIVER REQUEST

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

1. Nutrition Service
2. Transportation Service
3. Information & Referral Service
4. Outreach Service
- 5.
- 6.

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

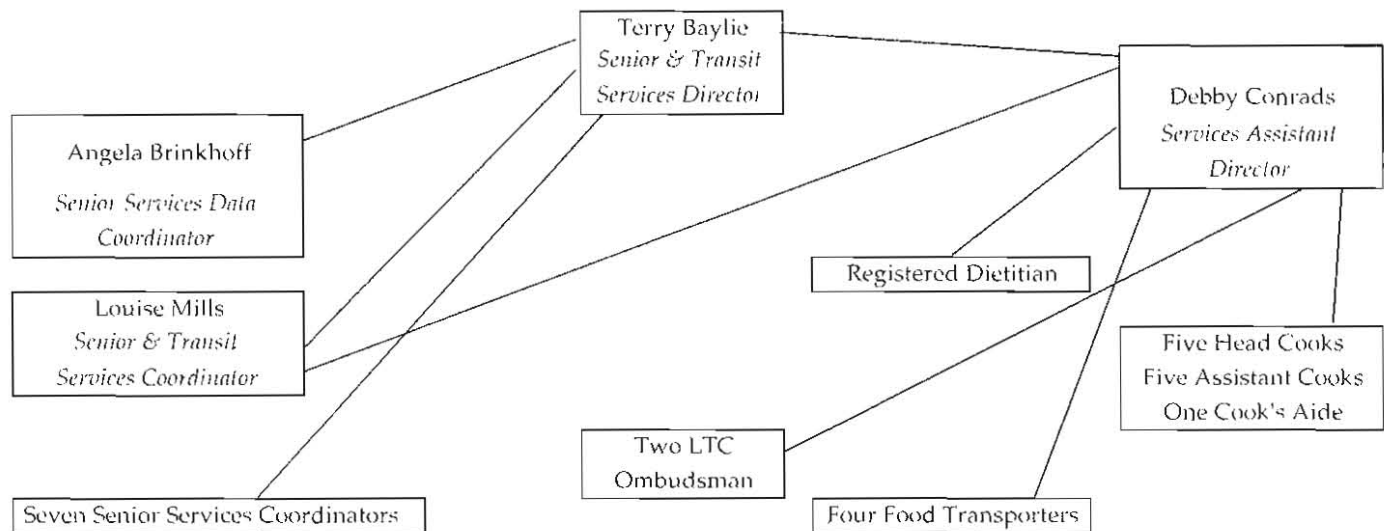
PLEASE NOTE: If the Waiver Request is incomplete, this may result in a delay of the approval of the Area Plan.

Public Hearing on the 4-Year Plan was held on Thursday, October 14, 2010 at the Hub City Senior Center in Limon. The hearing was officially opened at 1:00 pm by Chairman David Crismon.

AAA Director Terry Baylie explained the proposed plan , also providing information regarding how the information in the plan was obtained and how it will be used.

The hearing officially adjourned at 1:30 pm

Area Agency on Aging Organization Chart



Direct Service Delivery Methods:

Transportation service...bus tickets will be purchased from the *Outback Express* , the ECCOG's coordinated public transit system for the full cost and offered to senior citizens for a suggested donation. The primary emphasis on trips will be for medical purposes, visits to nursing homes, essential shopping, nutrition meal stats, and other Title III activities.

Project SMILE (Shared Moments In Living and Eating) is the AAA-operated nutrition program for senior citizens in the region. The AAA will continue to ensure that home delivered meals are available seven days per week to those 60+ residents both needing and wanting them. Therefore, hot home delivered meals are available twice weekly and are supplemented by frozen meals under the Vital vittles program. Nutrition education will be provided to all program participants; the AAA will also continue using their nutrition screening tool in efforts to identify nutritionally "at-risk" 60+ adults. **Nutrition services** (both hot congregate and hot and frozen home delivered meals) will be provided through the AAA's Nutrition program, Project SMILE.

Outreach and information and referral services are provided on a region-wide basis through a system of senior services coordinators in each county. On-going educational and training opportunities for these staff members continues to be a priority for the Area Agency. **Information & Referral** and **Outreach** will be provided as a direct service through the service coordinations located in each of the counties.

Nutrition Program Meal Sites (Congregate & Home Delivered Meal Programs) As of December 2010

[illegible]

Nutrition Program Meal Sites (Congregate & Home Delivered Meal Programs) As of December 2010

[illegible]

COMMUNITY FOCAL POINTS AND SENIOR CENTERS

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

CENTER NAME ADDRESS, CITY, ZIP CODE PHONE NUMBER CONTACT EMAIL		CHECK IF FACILITY IS:			CHECK IF LOCATION SERVES:	
		A FOCAL POINT	A SENIOR CENTER	FUNDED THROUGH TITLE III-B	PREDOMINANTLY LOW INCOME ELDERLY	PREDOMINANTLY LOW-INCOME MINORITY ELDERLY
1.	Western Elbert County Senior Center 438 Comanche Kiowa, CO 80117 Doris Ehmann, Center President 303-621-2561	X	X			
2.	Goldenrod Senior Center/Eastern Elbert County Seniors 325 Pueblo Simla, CO 80835 Kitty Whitworth, Cook 719-541-2525	X	X			
3.	Cheyenne Wells Senior Center 245 S 1 E Cheyenne Wells, CO 80810 Ron Walters, Senior Services Coordinator 719-767-5445	X	X			
4.	Kit Carson Senior Center 107 Main Street Kit Carson, CO 80825 Ron Walters, Senior Services Coordinator 719-962-3468	X	X			
5.	McArthur Senior Center 350 Hollowell Burlington, CO 80807 Lois Henry, Senior Services Coordinator 719-346-7986	X	X			
6.	Creighton Senior Center 306 Main Street Flagler, CO 80815 Renee Fritzler, Senior Services Coordinator 719-765-4516	X	X			

COMMUNITY FOCAL POINTS AND SENIOR CENTERS

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

CENTER NAME ADDRESS, CITY, ZIP CODE PHONE NUMBER CONTACT EMAIL		CHECK IF FACILITY IS:			CHECK IF LOCATION SERVES:	
		A FOCAL POINT	A SENIOR CENTER	FUNDED THROUGH TITLE III-B	PREDOMINANTLY LOW INCOME ELDERLY	PREDOMINANTLY LOW-INCOME MINORITY ELDERLY
7.	Stratton Senior Center 132 Colorado Avenue Stratton, CO 80836 Louise Mills, Senior Services Coordinator 719-349-0150	X	X			
8.	Project SMILE Nutrition Site 100 Colorado Avenue Seibert, CO 80834 Debbie Mitchek, Site Manager 970-664-2325	X	X			
9.	Arriba Senior Center 404 Lincoln Avenue Arriba, CO 80804 LoDaisKaKay (Bobbie) Jaques, Senior Service Coordinator 719-768-3384	X	X			
10.	Genoa Senior Center 307 Main Street Genoa, CO 80818 LoDaisKaKay (Bobbie) Jaques, Senior Service Coordinator 719-763-2496	X	X			
11.	Hub City Senior Center 220 E Avenue Limon, CO 80828 Keith Caulkins, Senior Services Coordinator 719-775-2721	X	X			
12.	Project SMILE Nutrition Site 24223 Eccles Elbert, CO 80106 Kim Stinson, Head Cook 303-648-9894	X				

COMMUNITY FOCAL POINTS AND SENIOR CENTERS

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

CENTER NAME ADDRESS, CITY, ZIP CODE PHONE NUMBER CONTACT EMAIL		CHECK IF FACILITY IS:			CHECK IF LOCATION SERVES:	
		A FOCAL POINT	A SENIOR CENTER	FUNDED THROUGH TITLE III-B	PREDOMINANTLY LOW INCOME ELDERLY	PREDOMINANTLY LOW-INCOME MINORITY ELDERLY
13	Project SMILE Nutrition Site 214 2nd Avenue Hugo, CO 80821 Alta Gwyn, Head Cook 719-743-2273	X				
14	Agate School Agate Colorado 80101 719-764-2655	X				
15	Arapahoe Community Church 16600 Michigan Avenue Arapahoe, CO 80802 719-767-5963	X				
16	Vona Lions Hall Vona Colorado 80861	X				
17	Bethune School Bethune Colorado 80815 719-346-7513	X				
18	Karval Community Building Karval Colorado 80823	X				

COMMUNITY FOCAL POINTS AND SENIOR CENTERS

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

CENTER NAME ADDRESS, CITY, ZIP CODE PHONE NUMBER CONTACT EMAIL		CHECK IF FACILITY IS:			CHECK IF LOCATION SERVES:	
		A FOCAL POINT	A SENIOR CENTER	FUNDED THROUGH TITLE III-B	PREDOMINANTLY LOW INCOME ELDERLY	PREDOMINANTLY LOW-INCOME MINORITY ELDERLY
19.	Wildhorse Community Building	X				
	Wild Horse					
	Colorado 80862					
20.	Elizabeth Area Seniors	X				
	Carlson Building					
	Elizabeth, CO 80107					
	303-646-4183					

List all persons presently serving as members of your Regional Advisory Council.

Please indicate on the chart below how many members are low income, minority, or over 60

LOW-INCOME	MINORITY	60 +
2	0	7

STATEMENT OF INTENT

The Four-Year Area Plan

Is hereby submitted for

**East Central Council of Local Governments
AREA AGENCY ON AGING (AAA) NAME**

**V
REGION**

For the period July 1, 2011 through June 30, 2015

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.

SIGNATURES:


Terry Baylie
Senior & Transit Services Director
ECCOG Area Agency on Aging

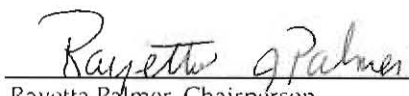
11/4/10
DATE


David Crismon, Chairperson
Senior Svcs & Transit Advisory Board
ECCOG Area Agency on Aging

10/14/10
DATE


Maryjo Downey, Executive Director
East Central Council of Local Governments

11/3/10
DATE


Rayetta Palmer, Chairperson
ECCOG Governing Board

11/3/10
DATE