

DOUGLAS COUNTY
AAA
OLDER AMERICANS ACT
AREA PLAN
for period of
JANUARY 1, 2008
to
DECEMBER 31, 2012

Updated September 2011

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VERIFICATION OF INTENT

- Type A: OAA, OPI
- Type B: Staff-Contract: OAA, OPI, Medicaid
- Type B: Staff-Transfer: OAA, OPI, Medicaid

This Area Plan document is an Older Americans Act (OAA) requirement and summarizes planned professional services under contract by agency named below and State of Oregon Department of Human Services Seniors & People with Disabilities. The Area Agency named below agrees to provide said services under federal provisions of the OAA, Titles III B, III C1, III C2, III D, III E, and VII, Oregon Project Independence, and Medicaid during the period identified above.

SENIOR & VETERAN SERVICES
DOUGLAS COUNTY AREA AGENCY ON AGING
621 W. MADRONE
SUITE 160
ROSEBURG, OR 97470

Peggy E. Kennerly, Administrator
Michael Kurtz , AAA Director

541-957-3005

My signature below endorses this Area Plan and affirms the Plan has been reviewed and approved by the AAA Advisory Council and if applicable, the AAA Governing Body.

Signature

Printed Name

Title

Date

OVERVIEW OF AREA PLAN

SECTION A **OVERVIEW OF AREA PLAN**

The overview must include, at a minimum the following information:

- a) thorough description of the service system, including meeting the needs of rural and low-income minority;
- b) list of designated focal points;
- c) profile of the population to be served by the AAA, including rural and low-income and ethnic minority;
- d) the types of services to be funded and any identified unmet needs;
- e) description of any major changes to the service system planned during the next area plan period, with annual updates; and
- f) description of the area agency planning process used to determine service priorities.

Douglas County Overview

Douglas County, known for its “Hundred Valleys of the Umpqua”, is located in Southwest Oregon; it is the fifth largest county in the state and ninth in total population. Its 5,071 square miles (19.9 persons per square mile) stretch from the Pacific Ocean to the Cascade Mountains. There are thirteen incorporated cities and numerous small-rural communities with a total county-wide population of 103,205* (2009). The largest city, located in the center of Douglas County, is Roseburg (population 20,681*); it is recognized as the County Seat. In its most distant region, the community of Reedsport (population 4,378*) sits on the Pacific coast 75 miles West of Roseburg; the community of Glendale (population 855*) is nestled among the hills and valleys of the Coast Range some 44 miles Southwest of Roseburg; the cities of Drain/ Yoncalla (populations 1,075* and 1,090* respectively) are 20 and 25 miles Northwest of Roseburg and the community of Glide (population 1,680*) is 20 miles due East. (* Population Research Center, PSU, 2010)

Douglas County AAA

Douglas County Area Agency on Aging (AAA) is one of seventeen AAAs in Oregon (Region 06) and one of some 600 AAAs located throughout the United States. It is the mission of Douglas County AAA:

“Together with community partners, we assist seniors and people with disabilities to enjoy independence, dignity, choice and quality of life.”

In support of this mission, our primary goal is to continue to develop and enhance the comprehensive and coordinated system of social, protective and health services for seniors and people with disabilities (age 18 and older) throughout the County so that they may have the opportunity for independence, choice, dignity and a higher quality of life. This AAA is assisted in carrying out its mission by a 19 member citizen-advisory council and numerous, supportive community agencies.

Douglas County AAA Structure

Douglas County AAA is one of several programs under the Senior & Disabilities Services Division housed within the Health & Social Services Department of Douglas County. In October, 2005, Douglas County AAA was re-organized as a "Contract" Type B2 Area Agency on Aging under Oregon Revised Statutes (ORS 410).

Douglas County AAA Services

As a Contract Type B2 AAA, Douglas County, in partnership with the State of Oregon, is responsible for the local administration of:

- Federal Older American's Act Title III (Support and Nutrition [congregate and home-delivered meals]) & Title VII (Elder Abuse Prevention) Programs
- Oregon Project Independence (OPI) case management for in-home services
- Family Caregiver Support & Training Program
- Caregiver Referral
- Care Coordination
- Case Management
- Information, Referral & Assistance
- Legal Services
- Health Promotion/ Medication Management
- Pre-Admission Screening
- Eligibility for:
 - Financial Assistance
 - Oregon Health Plan
 - Oregon Trail Card
 - Medicaid Home-and Community-Based Services
- Federal SNAP (Supplemental Nutrition Assistance) Program
- Elder Abuse Investigations and Protective Services
- Adult Foster Home Licensing & Monitoring

These services are provided through the main office in Roseburg and at three satellite offices in Canyonville, Drain and Reedsport. As well, services are provided at and coordinated through seven senior dining sites in: Glendale, Glide, Reedsport, Riddle, Sutherlin, Winston and Yoncalla. (The Service Area can be found on page 19a of the hard copy; in attachments of electronic copy.)

Additional Programs Beyond the AAA

When this Area Plan was originally written in 2008, this Division had the privilege and the responsibility of providing the local administration for the Federal Older American's Act 2000: The Freedom Corps Senior Volunteer Programs (e.g., RSVP, Senior Companion and FosterGrandparent Programs) for persons 55 years of age and older. As of July 01, 2010, the Senior Volunteer Programs were transitioned out of the County and into the local Community Action Network (UCAN -United Community Action Network). The transition went smoothly and is complete.

As well, we have the benefit of and responsibility for providing comprehensive Developmental Disabilities Services under ORS 410.070 and ORS 409.050. These programs are included within the organization chart pasted into the hard copy of this AAA Plan on page 19b, Section B-3 and found in the attachments of the electronic copy.

In addition this Division was given responsibility to oversee and support the Special Transportation Fund (STF) Program -providing funding and support to dial-a-rides (DAR) throughout the County. At the time of this original Area Plan draft for 2008, DAR programs existed in Sutherlin/ Oakland, Winston, Myrtle Creek/ Riddle areas. In 2009, services were expanded to the Reedsport area (coast). In 2010, services were expanded into the Glendale/ Azalea areas (south County) and 2011, it is our intention to expand services at the coast providing transportation from Coos Bay in Coos County through Reedsport to Florence in Lane County and back as well as in north County serving the Drain-Yoncalla-Elkton areas and in the central Douglas County areas serving Glide, Lookingglass, Melrose, Winchester areas. At this time, we are pleased to report that special transportation services cover much of the entire County.

Douglas County AAA Budget

The Senior & Disabilities Services Division's proposed budget for fiscal year 2011 - 2012 was developed by Division management in cooperation with the Department's Fiscal and Administrative Team, reviewed by the Health & Social Services' Department Administrator and the Senior Services Advisory Council and approved by Douglas County Commissioners. The Board of County Commissioners adopted the County 2011 - 2012 budget including that of the Senior & Disabilities Services Division (and thus the AAA) in June, 2011. (See the pie chart showing the adopted budget for fiscal year 2011 – 2012 on page 18 of the hard copy and found in the attachments of the electronic copy.)

Douglas County AAA Area Plan

As a AAA, we are required to develop an Area Plan that encompasses a four-year time frame; it is designed to assist and guide in the continued development and management of the comprehensive and coordinated system of social, protective and health services for seniors and people with disabilities. In the process of developing the plan, it is critical to identify and prioritize the needs of seniors and people with disabilities; from this set of priorities, management can then specify how these services will be provided to meet those needs.

Needs Assessment

Douglas County's AAA 2008 – 2011 Area Plan was based upon a year-long assessment of need conducted throughout the 2006 - 2007 fiscal year. Four community forums were sponsored throughout the past year; the public, especially seniors and people with disabilities, was invited to comment on services provided by the AAA and asked to help identify unmet needs within communities. In addition, the Senior Services Advisory Council (SSAC) held every-other-monthly meeting at a different dining site; the public in each area was invited to attend and participate. As well, SSAC approved and helped to distribute a survey entitled: "Is your community a good place in which to grow old?" Of 1,000 surveys distributed, over 500 surveys were returned; that data was compiled; a summary of findings in each community is included in the attachments.

Findings: Community Needs

We have been overwhelmed by the many responses of individuals within each community. What we have heard about community need and the priorities of those needs is that:

1. The senior meal program (both congregate and home-delivered meals) is vital to community seniors and should be considered the number one priority. The meals provide the appropriate nutritional balance for persons over the age of 60. As well, the congregate meals provide an opportunity for seniors to socialize thus keeping them connected to their communities. The home-delivered meals serve three purposes. They a.) provide the balanced nutrition essential for health & well-being; b.) provide an opportunity for those who deliver the Meals-on-Wheels to keep a watchful eye on the more isolated, elderly home-bound; and c.) allow the home-bound to remain living in their own homes when they are not able to purchase and prepare food for themselves.
2. In-home services (assistance with ADLs [Activities of Daily Living] like mobility, bathing, dressing, eating or eliminating) provided to those who are home-bound make the essential difference in the lives of those who are isolated and frail and allows them to continue living with dignity in their own homes.
3. Transportation for seniors and people with disabilities –especially in the more rural parts of the County [Glendale, Glide and Yoncalla/Drain] is essential but limited at this time; Dial-a-Ride services [Winston, Sutherlin, South County (serving Myrtle Creek, Riddle and Canyonville areas)] continue to provide transportation for a minimal donation but those rides remain within the local dispatching community.
4. Mobile-home park closures have been identified as a major concern as has the lack of affordable housing for seniors. Many who reside in mobile-home parks are retired, living on fixed and limited incomes. With the threat of eviction from park closures, seniors are fearful they will be homeless as their homes are either too out-dated to move or too costly to move them. Since there is also a shortage of affordable mobile-home parks in the area and because housing costs are too high for those living on fixed incomes, seniors are left with few viable options.

Although Douglas County AAA is not designed specifically to address the issues around affordable housing, management is cognizant of the significance of and critical need for such affordable-senior housing. The Senior Services Advisory Council is quite active in its advocacy efforts; throughout the year, they pro actively carry this message of need to State legislators. They will continue to do so.

Impacting Statistics

Persons 60 Years of Age and Older

The 2006 report from the Population Research Center, PSU, showed there were 103,815 residents who claimed Douglas County as home; among those, 24,916 (24%) were 60 years of age or older and therefore were eligible for OAA services. With limited funds, it is this AAA's continual challenge to determine those among the population who are most in need of services and design programs to specifically meet those needs. Throughout the past 2009 - 2010 fiscal year, Douglas County AAA served an estimated 2,825 individuals who were 60 years of age or older.

Persons Living with a Disability

We know from the U.S. Census, American Community Survey, 2005, that an estimated 16,582 persons within the County who are 16 years of age and older are identified as living with a disability. Of those, 7,677 (46%) are between the ages of 16 and 64; 8,899 (54%) are 65 years of age and older. Through its various AAA programs during the 2006 - 2007 fiscal year, Douglas County served over 4,363 individuals with reported disabilities.

Persons of Minority Status

Historically, Oregon has not been a highly "ethnically-diverse" state (Oregon State Plan on Aging, 2005 - 2009); Douglas County has historically not been and presently is not highly "ethnically diverse" in its population. There is inconclusive data to indicate the number of minority individuals residing in the County who are over the age of 60. However, according to the 2005 American Community Survey (U.S. Census), the population of those "other than" white living in Douglas County was 8,699 (8%). Of those, 4,040 (.47%) were identified as either Hispanic or Latino; 3,566 (.41%) were identified as Black or African American; 1,093 (.12%) were Asian. Douglas County AAA served 8,998+ un-duplicated clients in the 2006 - 2007 fiscal year; of those, 4,635 were 60 years of age or older and, of those, an estimated 371 were of minority status.

Persons Living in Poverty

According to this same resource (American Community Survey (U.S. Census), at least 13,496 (13%) of all Douglas County residents and 2,402 (9.64%) of Douglas County's residents 60+ years of age and older have been identified as living in poverty. From this, one can extrapolate that of the 371 minority individuals who are 60 years of age and older, an estimated 36 live in poverty.

Continual Challenges

According to the 2005 American Community Survey, Douglas County continues to show a slightly higher percentage of seniors living in the County than either Oregon or the nation. According to economic forecasts that anticipate the onslaught of the Baby Boomer generation (those who are 45 – 54 years of age), the numbers of adults age 65 and older will more than double nationally by 2030. With this significant influx in population of seniors, the demand for services will dramatically increase. It is critical that services respond to the ever-increasing needs of the seniors and persons with disabilities; however, in providing those services throughout the County, management must always be cognizant of not only the tenuousness of funding but also the vast distances between the vibrant, rural communities and thus the cost of delivery of services.

With the potential loss of O & C funds and the onslaught of Baby Boomers, this AAA will be hard pressed to afford enough programs to service the ever-increasing need. Douglas County, through its Board of Commissioners, has historically contributed County General Funds to complement established Older Americans Act dollars thus allowing the AAA to provide an array of services to even more seniors. However, with the potential loss of O & C funds to Douglas County in general and the Health Department, Senior & Disabilities Services specifically, programs and staff will be further reduced while maintaining its primary objective of providing core services to seniors and people with disabilities in all geographic areas of the County.

Efforts Toward Solutions

Because of funding shortfalls, Douglas County has had to gradually reduce its meal programs. However, in the years ahead, this AAA will have to closely monitor and guard this program's budget even more. As we continue to tighten the reins:

1. We will continue to cap the senior meal program to ensure tight control of limited dollars. With the budget and the mission foremost in mind -serving those most in need, -meals will be provided to each dining site based upon the number of area seniors living in poverty. At this time, meals will continue to be served three days a week in each of the seven meal sites throughout the County; in fiscal year 2009 - 2010, the cap was set at 95,132; in 2010 - 2011, the cap was at 92,572. This coming fiscal year -2011 - 2012, the cap

rate will be held to 92,000 meals -an overall reduction of 572 meals from the 2010 - 2011 fiscal year. If necessary, diners will be required to make reservations at senior-dining sites to ensure that the number of meals ordered and served stay within the available dollars.

2. At this time, we will continue to serve meals three days a week. However, we will only deliver meals to the home-bound one day a week. This will result in MOW recipients receiving one hot meal and two frozen meals each week. This cost-saving measure will help to protect the reimbursement dollars for mileage to volunteer drivers and ensure we stay within budget. It is our full intention to continue to make contact with the homebound by starting a friendly calling program.
3. At this time, we will keep the suggested meal donation at \$3.00.
4. We intend to actively fund raise in an effort to help offset reductions.
5. In 2007 – 2008 contract negotiations with the meal provider, coffee, tea and condiments were removed from the overall cost of the meal as they were not integral to the total required nutrients. Each dining site was forewarned and offered the opportunity to request contributions for coffee and condiments from meal participants and community businesses and agencies. To date, fiscal year 2011 - 2012, all meal sites revel in the plethora of coffee they have received.
6. In fiscal year, 2008 - 2009, we reduced hours for some staff; should funding become stablized, we will re-evaluate reductions. For fiscal year 2011 - 2012, the County is laying off the Senior & Disabilities Services Division Director as a cost savings measure to significantly reduce County General Fund by \$112,000. Oversight responsibilities will be assumed by the Health Department's Deputy Director. The Program Manager will continue to manage the programs.
7. We will expand the Family Caregiver Support Program per the on-site monitoring report by the Department of Human Services. We will continue to provide at least quarterly Powerful Tools training for family caregivers and, of course, continue to host Family Caregiver Support Groups on a weekly basis. A significant change for the 2011 - 2012 fiscal year will be to no longer contract out for "respite services" with Umpqua Valley disAbility

Network (UVdN). It was determined that UVdN was serving very few clients and was reluctant to alter their long-standing practice of providing many hours to few clients. Instead, Area Coordinators will be working with and supporting family caregivers and documenting their time as such when they provide information and assistance/ referral to family caregivers and their loved ones. We are also hoping to provide some sort of voucher allowing families -who are eligible and qualify -to buy respite hours (say 50 hours over a period of six months) for times when they simply need to get away.

8. If the Legislature votes to continue the OPI (Oregon Project Independence) Program into the 2011 - 2012 fiscal year, we will continue to monitor the in-home service hours received by each OPI client.
9. For the 2011 - 2012 fiscal year, Douglas County will use the required 3% of IIIB dollars (a total of \$5,375) to pay a volunteer coordinator to recruit attorneys to volunteer their time to provide legal services to low-income seniors. This is a significant change for Douglas County seniors as the Legal Aide Services of Oregon, Inc. has been contracting with this AAA for over twenty years. They have consistently gone over and above the dollars received to ensure low-income senior clients receive the best legal services possible.

As budgets get tighter, we are hopeful senior communities will continue to rally and understand that this AAA will have to carefully manage its dollars; in doing so, our primary focus will be to continue to provide AAA services to the eligible-elderly and -disabled homebound thus enabling them to remain living in their own homes with a real sense of dignity and independence.

ADMINISTRATION

**Governing Body
Advisory Council
Organizational Chart
Administrative Goals and Objectives
Other Programs & Activities**

SECTION B-1
AGENCY'S GOVERNING BODY

List all members of the Governing Body (Board of Directors, COG Board, County Commissioners) indicating officers by title and the date each member's term of office expires.

Agency's Governing Representative Name & Contact Information	Date Term Expires (if applicable)	Title/Office (if applicable)
Doug Robertson 1036 SE Douglas Ave Roseburg, OR 97470 Tele: 541-440-4201 djmenden@co.douglas.or.us	December 31, 2012	Douglas County Commissioner, Chairman
Joseph A. Laurance 1036 SE Douglas Ave Roseburg, OR 97470 Tele: 541-440-4201 laduncan@co.douglas.or.us	December 31, 2014	Douglas County Commissioner
Susan Morgan 1036 SE Douglas Ave Roseburg, OR 97470 Tele: 541-440-6104 morgan@co.douglas.or.us	December 31, 2012	Douglas County Commissioner

SECTION B-2
AREA AGENCY ADVISORY COUNCIL

List the names of all Advisory Council members and indicate when the term of office expires for each member. Please indicate in the Category of Representation column all population segment(s) each member is representing. One person can represent more than one segment of the population. Refer to 45 CFR 1321.57 and OAA 306(a)(6)(D)

Name & Contact Information	Date Term Expires	Category of Representation
Bill Poulter 1200 E. Central Ave., Spc. #2 Sutherlin, OR 97479 541.672.1761 wpoulter@msn.com Position #1: North Central Co.	06/30/2014	<input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input checked="" type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input type="checkbox"/> <u>Retired Counselor</u>
<u>KETTY SORENSON</u> (Awaiting BOC Approval) 800 S. State Street Sutherlin, OR 97479 541-459-9184 Email: NONE Position #2 North Central Co.	06/30/2012	<input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/> <u>Retired Former Business Owner</u>
VACANT Position #3: East County		<input type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input checked="" type="checkbox"/> General Public <input checked="" type="checkbox"/>
William A. Schnautz (Vice Chair) 2483 SE Waldon Avenue Roseburg, OR 97471 541.430.3103 waschnautz@hotmail.com Position #4: Central County	06/30/2013	<input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input type="checkbox"/> Rural <input type="checkbox"/> Service provider <input checked="" type="checkbox"/> Veteran <input checked="" type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/> <u>Retired Executive</u>

Name & Contact Information	Date Term Expires	Category of Representation
Eunice Dutton (Chair) 2045 NE Sunberry Drive Roseburg, OR 97470 541.672.3203 egdutton@rio.com Position #5: Central County	06/30/2014	<input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input checked="" type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/> <u>Retired OPI Case Manager; formerly on Oregon Governor's Commission for Seniors & People with Disabilities</u>
MonaLee Wilson 1131 SE Main Street Roseburg, OR 97470 541.672.5627 chefmonalee@msn.com Position #6: Central County	06/30/2012	<input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input checked="" type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/> <u>Senior Center President; chef</u>
Rene Charest 526 Little Valley Rd. Roseburg, OR 97471 541-679-1709 Dollyc1@q.com Position #7: South Central County	06/30/2012 Non-voting	<input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input type="checkbox"/> Service provider <input checked="" type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/> <u>Retired Police Officer</u>
Vacant Position #8: South County		<input type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input type="checkbox"/> _____
Loretta Crosier P.O. Box 549 Yoncalla, OR 97499 541-430-6285 Position # 9: North County	6/30/2012	<input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/> <u>Retired Registered Nurse</u>

Name & Contact Information	Date Term Expires	Category of Representation
VACANT Position #10: Coastal County		<input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input type="checkbox"/> Service provider <input checked="" type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/>
VACANT Position #11: Housing/ Long-term Care		<input type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/>
<u>Cynthia Pringle</u> PO Box 2308 Winston, OR 97496 Home: 541-679-4780; Work: 541-464-5600 Cell: 541-817-7232 Email: lpringle@wmni.net Position #12: Health/Medical Care & Social/Psychological	06/30/2012	<input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/> Presently an RN in a long term care facility.
Vacant Position #13: Health/ Medical Care & Social/ Psychological		<input type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input type="checkbox"/> _____
Robert Grant 172 Trout Lp. Roseburg, OR 97471 541-784-5396 Position #14: Nutrition/ Meals	6/30/2012	<input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/> Retired – Foster Home Caregiver

Name & Contact Information	Date Term Expires	Category of Representation
VACANT Position #15: Business/ Law/ Government		<input type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input type="checkbox"/>
VACANT Position #16: Education/ Spiritual		<input type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input checked="" type="checkbox"/>
Vacant Position #17 Governor's Commission on Senior Services	Non-voting	<input type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input type="checkbox"/> _____
Representative Tim Freeman State Representative, Dist. 2 792 NW Garden Valley Blvd Roseburg, OR 97471 Position #18: Legislative Liaison		<input type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input type="checkbox"/> _____
VACANT Position #19: Transportation		<input type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input type="checkbox"/> _____

Name & Contact Information	Date Term Expires	Category of Representation
Peggy Madison Administrator Douglas County Health & Social Services 621 W. Madrone St. Roseburg, OR 97470 pemadiso@co.douglas.or.us Position: Ex-Officio	Non-voting	<input type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input type="checkbox"/> Rural <input type="checkbox"/> Service provider <input type="checkbox"/> Veteran <input type="checkbox"/> Family Caregiver <input type="checkbox"/> Elected official <input type="checkbox"/> General Public <input type="checkbox"/> _____

SECTION B-3
ORGANIZATIONAL CHART(S)

Insert organizational chart(s) that clearly show the functional organization of the Area Agency sponsor and the Area Agency on Aging.

This Org Chart is in the attachments of the electronic copy.....

SECTION B-4 ADMINISTRATIVE GOALS AND OBJECTIVES

Listed goals and objectives must be measurable in terms of results and have a target date or time duration for accomplishment. Goals and objectives must be reviewed and updated annually with accomplishments noted for the previous year's goals.

As required by the Older Americans Act you must have goals and objectives in the five areas explained below. Please indicate the type(s) of each goal in the table. Some goals may cover more than one area.

Administration: Administrative functions required to implement planned services, maintain records, fulfill the requirements of Federal regulation, State rules, and Community Independence & Advocacy/State Unit on Aging policies and procedures. Support advisory committees. Includes such functions as bidding, contract negotiation, reporting, reimbursement, accounting, auditing, monitoring and quality assurance.

Advocacy: Monitor, evaluate and comment on issues related to community actions affecting older persons; conduct or attend public hearings; represent older persons' interests at the local, state and national levels; and support Long Term Care Ombudsman program.

Coordination: The coordination of programs funded through the Older Americans Act with other supportive federal, state, local or private programs. Coordination is a continuing activity linking, in support of common service objectives, existing planning and service resources on a cyclical and ongoing basis.

Development: Functions directed toward the development of specific service(s), goals or objectives. Includes such functions as needs assessment, plan development, budgeting/resource analysis, inventory, standards development, policy analysis, resource development and research.

Outreach: Efforts used to identify individuals eligible for assistance under the Older Americans Act, with special emphasis on:

- older individuals residing in rural areas;

Outreach, continued

- older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
- older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
- older individuals with severe disabilities;
- older individuals with limited English-speaking ability;
- and older individuals with Alzheimer’s disease or related disorders.

A=Administration B= Advocacy C=Coordination D=Development E=Outreach GOAL DESCRIPTION	MEASURABLE OBJECTIVES	ACTIVITIES	DURATION	(Complete this column as achieved and submit this section with your annual AP updates) OUTCOMES/ ACCOMPLISHMENTS

<p>A=Administration B= Advocacy C=Coordination D=Development E=Outreach</p> <p>GOAL DESCRIPTION</p>	<p>MEASURABLE OBJECTIVES</p>	<p>ACTIVITIES</p>	<p>DURATION</p>	<p>(Complete this column as achieved and submit this section with your annual AP updates)</p> <p>OUTCOMES/ ACCOMPLISHMENTS</p>
<p><input checked="" type="checkbox"/>A <input type="checkbox"/>B <input checked="" type="checkbox"/>C <input checked="" type="checkbox"/>D <input checked="" type="checkbox"/>E</p> <p>Continue to maintain, develop & enhance the comprehensive and coordinated AAA system of social, protective and health services for seniors and people with disabilities (age 18 +) in Douglas County, ensuring the opportunity for independence, choice, dignity and a higher quality of life.</p>	<p>To maintain AAA programs by monitoring to meet current and/or changing needs</p> <p>To develop programs for best practices as evidenced by monitoring tool, assessments and survey outcomes</p> <p>To enhance programs by increasing funding 5%</p>	<p>*Meet with field staff</p> <p>*Communicate w/ staff</p> <p>*Respond to client suggestions for program improvement</p> <p>*Respond to annual program assessments</p> <p>*Meet w/ Leadership Team to ensure communication & collaboration between all programs & staff</p> <p>*Use innovative strategies to increase funds through grants, donor campaigns, corporate & foundation sponsorships and individual contributions</p>	<p>*Monthly</p> <p>*Daily</p> <p>*Rspnd in 24 hours</p> <p>*Implmnt if practicle</p> <p>*Annually</p> <p>Monthly</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Continuing Bi-Monthly meetings between SPD & AAA programs</p> <p>This AAA receive an unsolicited grant of \$10,000 in support of its meals-on-wheels program. The program continues to do fundraising.</p>

<p>A=Administration B= Advocacy C=Coordination D=Development E=Outreach</p> <p>GOAL DESCRIPTION</p> <p><input checked="" type="checkbox"/>A <input type="checkbox"/>B <input type="checkbox"/>C <input type="checkbox"/>D <input type="checkbox"/>E</p>	<p>MEASURABLE OBJECTIVES</p>	<p>ACTIVITIES</p>	<p>DURATION</p>	<p>(Complete this column as achieved and submit this section with your annual AP updates)</p> <p>OUTCOMES/ ACCOMPLISHMENTS</p>
<p>Be in compliance with all assurances, terms & conditions in the Oregon DHS/ Douglas County IGA contract related to the administration of Older Americans' Act (OAA), Oregon Project Independence (OPI) & Americans w/ Disabilities Act (ADA) including, but not limited to, CFRs, ORSs, OARs, as well as Douglas County's ordinances, policies & procedures.</p>	<p>To assure all AAA programs meet &/or exceed expectation as indicated by assessing survey outcomes, program assessments and on-site monitoring</p> <p>To ensure practices reflect policies and procedures</p> <p>To create budgets that are approved by department and adopted by County Commissioners</p> <p>To negotiate and secure contracts & leases by date due</p>	<p>*Update and amend Area Plan</p> <p>*Respond to annual assessments</p> <p>*Prepare amendments</p> <p>*Update and maintain policies & procedures</p> <p>*Monitor programs closely to stay within budgeted dollars and ensure compliance</p> <p>*Execute contracts for services and leases</p>	<p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Monthly</p> <p>Annually</p>	<p>Ongoing</p> <p>Ongoing</p> <p>As needed</p> <p>In the process of revising all policies and procedures</p> <p>Ongoing fiscal management meetings focused specifically on AAA dollars</p> <p>Ongoing</p>

<p>A=Administration B= Advocacy C=Coordination D=Development E=Outreach</p> <p>GOAL DESCRIPTION</p> <p><input type="checkbox"/>A <input checked="" type="checkbox"/>B <input type="checkbox"/>C <input type="checkbox"/>D <input type="checkbox"/>E</p>	<p>MEASURABLE OBJECTIVES</p>	<p>ACTIVITIES</p>	<p>DURATION</p>	<p>(Complete this column as achieved and submit this section with your annual AP updates)</p> <p>OUTCOMES/ ACCOMPLISHMENTS</p>
<p>Make informed public-policy decisions which recognize the needs & resources of seniors and persons with disabilities- especially those in greatest economic & social need.</p> <p>This is accomplished primarily through the active Senior Services Advisory Council (SSAC) and the soon to be re-established Disabilities Services Advisory Council (DSAC).</p>	<p>To affect positive outcomes related to no fewer than three identified issues of concern related to population served</p> <p>To increase communication between Councils, staff & communities by 15% in 2 years</p> <p>To increase communication between Councils, Commissioners & Oregon Legislators</p>	<p>*Re-establish a DSAC</p> <p>*Hold SSAC & DSAC meetings</p> <p>*Host every other Advisory Council meeting in a different community served by AAA</p> <p>*Email, calls, letters, direct contact, attending legislative sessions; Governor's Commission on Senior & Disabilities Services Liaison</p>	<p>06/30/08</p> <p>At least bimonthly</p> <p>Bi-Monthly</p> <p>Ongoing</p>	<p>It is in placing and thriving</p> <p>Meetings are held monthly for both SSAC & DSAC</p> <p>Meetings have been held at every site through Dec 2010. SSAC collectively decided to cease that for 2011 and instead invite individual areas to come to the SSAC meetings held in Roseburg.</p> <p>Both SSAC & DSAC are actively advocating thru emails, calls, letters and in person. This is ongoing.</p>

A=Administration B= Advocacy C=Coordination D=Development E=Outreach GOAL DESCRIPTION <input type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input checked="" type="checkbox"/> E Ensure the community is aware of and knows how to access the services provided by the Douglas County AAA	MEASURABLE OBJECTIVES To increase community awareness and program accessibility by 10% in the next two years as evidenced by responses to client surveys and I & A contacts To identify needs and establish goals based on response to surveys and community forums To reach a more diverse population as evidenced by service reports	ACTIVITIES *Host community focus groups *Continue I & A contacts, speaking engagements, health fairs, public forums, tribal partnerships, ethnic & cultural events, articles in papers & on radio & tv *Create and widely disperse community survey *Collect, compile and evaluate responses *Expand outreach efforts to a broader spectrum of clients through activities:	DURATION Annually Daily Annually Annually Ongoing	OUTCOMES/ ACCOMPLISHMENTS Nov. 05, 2010 This AAA is actively involved in opportunities to share and/or partner; we have a well-received monthly newsletter; programs are written up in the media and staff speak on the radio. This is an ongoing process. In preparation for the next Area Plan, this AAA will widely disperse a survey. We are actively reaching out to the Cow Creek Tribe of Umpqua Indians and to the Hispanic population.
(Complete this column as achieved and submit this section with your annual AP updates)				

A=Administration B= Advocacy C=Coordination D=Development E=Outreach GOAL DESCRIPTION <input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E Clients are satisfied with AAA services in Douglas County	MEASURABLE OBJECTIVES To determine client satisfaction as evidenced by at least a 95% rate of positive responses to client surveys	ACTIVITIES *Distribute, collect, compile and assess client satisfaction surveys	DURATION Annually	(Complete this column as achieved and submit this section with your annual AP updates) OUTCOMES/ ACCOMPLISHMENTS Ongoing -see above
<input type="checkbox"/> A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E Clients are better served through the utilization of community partnerships	To provide seamless access to services for seniors and people with disabilities as evidenced by a collaborative review of procedures	*Collaboratively address common service needs *Assist partner agencies in common goals and objectives *Participate in community meetings and/or forums of partner agencies *Work with all staff to create and host a presentation of all services within AAA	Ongoing Ongoing Ongoing Annually	We are working closely with the Living Well in Southwestern Oregon and the newly formed Senior Coalition -a consortium of community partners focused solely on meeting needs of and providing services to the elderly of Douglas County. Ongoing

A=Administration B= Advocacy C=Coordination D=Development E=Outreach GOAL DESCRIPTION <input type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E	MEASURABLE OBJECTIVES	ACTIVITIES	DURATION	(Complete this column as achieved and submit this section with your annual AP updates) OUTCOMES/ ACCOMPLISHMENTS
<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E				
<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E				
<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E				

SECTION B-5

OTHER PROGRAMS AND/OR ACTIVITIES OF THE AAA

Explain all other coordinated services/activities of the area agency whether funded by public or private funds and NOT funded by the State provided OAA, OPI, and Medicaid allocation, nor indicated in Section D-1. (OAA 306(a)(12))

Describe each type of activity and source of funding of each activity. (e.g., Low-Income Home Energy Assistance Act, Community Services Block Grant Act, Titles XVI, XVIII, XIX and XX of the Social Security Act, Housing & Community Development Act, Workforce Investment Act, etc.)

PLAN & SERVICE DEVELOPMENT

**Public Hearings
Contracted Services**

SECTION C-1
PUBLIC HEARING COMMENTS

The Area Agency on Aging is required to conduct at a minimum, one public hearing on the Area Plan content, planned services, goals, objectives, etc., prior to submittal of the plan for State review and acceptance (OAA 306(a)(6). Consistent with CFR 1321.17(14)(ii) the Area Agency will submit proposals to pay for program development and coordination as a cost of supportive services, to the general public for review and comment. The AAA shall maintain documentation of public hearing notifications/discussion for the duration of the Plan. During the duration of the plan, public hearings are required if the area agency seeks to fund Title III B access, in-home or legal services below the minimum percentage. OAA 306, (a)(2)(A-C) and 306(c)

1. Please provide the following information:

City and Hearing Location: Roseburg High School

Date: 09/23/06

Number in Attendance: 104+

Number of 60 y/o+:93+

City and Hearing Location: Riddle Community Center

Date: 01/09/07

Number in Attendance: 13

Number of 60 y/o+:12

City and Hearing Location: Umpqua Community College

Date: 02/02/07

Number in Attendance: 67+

Number of 60 y/o+:53+

City and Hearing Location: Sutherlin Community Center

Date: 03/13/07

Number in Attendance: 27

Number of 60 y/o+:25

City and Hearing Location: Winston Senior Center

Date: 05/08/07

Number in Attendance: 17

Number of 60 y/o+:13

City and Hearing Location: Ford Family Room, Douglas County Library

Date: 07/25/07

Number in Attendance: 9

Number of 60 y/o+:8

City and Hearing Location: Glide Community Center

Date: 09/11/07

Number in Attendance: 27

Number of 60 y/o+:25

2. Briefly describe the information presented at the public hearing(s), and a summary of any objections related to the material presented, from those in attendance at the hearing.

Prior to each of these meetings, public notice was given in The News Review (our local paper) and 2 outlying media sources; the public was invited and encouraged to participate. Senior Services staff facilitated discussions around several questions:

- a. How do we make Douglas County a better place to live?
- b. What types of services are missing in Douglas County generally and in your area specifically?
- c. What are the priority of needs?
- d. What we've learned so far.

There were no objections related to the material presented.

3. Were any changes made to the plan based on the public hearing comments? No Yes

If yes, briefly describe: We heard each community's priority need for the senior congregate and home-delivered meal program. We are doing everything within our power to meet those needs and maintain those services within the confines of ever-decreasing dollars. Each dining-site community worked with us to determine options for reducing meal costs. They willingly assumed the opportunity and responsibility for covering the cost of coffee/ tea/ condiments thus helping to reduce the total cost of each meal. We are grateful. They also willingly agreed to the increase in suggested donation from \$2.50 - \$3.00 for the 2007-2008 fiscal year.

You'll find the survey, "Is your community a good place in which to grow old?" and the findings in the attachments.

SECTION C-2
CONTRACTS OF THE AREA AGENCY

Except where a waiver is granted by the State, AAA's shall award funds by grant or contracted to community services provider agencies and organizations. OAA Sec 306(a)(13)(B) and (CFR 1321.63(b))

List all contracts and funding agreements that provide services to the elderly with Older Americans Act, NSIP and OPI funds. Do not include contracts to provide services to Medicaid clients in this section.

CONTRACTOR NAME ADDRESS & CONTACT PERSON	MATRIX # SERVICE NAME
Legal Aid Services of Oregon, Inc. PO Box 219 Roseburg, OR 97470 Sharon Lee Schwartz, Regional Director <input type="checkbox"/> For profit agency	#11, Legal Assistance
Compass Group, USA dba Bateman Senior Meals 3110 W. Pinhook Rd., Suite 201 Lafayette, LA 70508 Michael Fortunato, President <input type="checkbox"/> For profit agency	#4, Home-Delivered Meals #7, Congregate Meals
The Friendly Kitchen, Inc. c/o Faith Lutheran Church PO Box 2349 Roseburg, OR 97470 Helen Lesh, Board Chairperson <input type="checkbox"/> For profit agency	#4, Home-Delivered Meals #7, Congregate Meals
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	

CONTRACTOR NAME ADDRESS & CONTACT PERSON	MATRIX # SERVICE NAME
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	
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CONTRACTOR NAME ADDRESS & CONTACT PERSON	MATRIX # SERVICE NAME
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	
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<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	
<input type="checkbox"/> For profit agency	

SERVICES PROVIDED

**Service Matrix
Oregon Project Independence**

SECTION D-1
SERVICE MATRIX

The AAA is required to provide comprehensive and coordinated community based services designed to assist older Oregonians in leading independent, meaningful and dignified lives in their own homes and communities. Examples of such services are in the *Service Definitions for Older Americans Act and Oregon Project Independence Services* as released at <http://www.dhs.state.or.us/policy/spd/transmit>.

Indicate all services provided to OAA and/or OPI clients and the method of service delivery.

	NAME OF SERVICE	UNIT DEFINITION	METHOD of SERVICE DELIVERY
CLUSTER 1 REGISTERED SERVICES			
<input type="checkbox"/> 1	Personal Care <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 1a	Personal Care – HCW <input checked="" type="checkbox"/> OPI	1 Hour of Service	<input checked="" type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 2	Homemaker <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 2a	Homemaker – HCW <input checked="" type="checkbox"/> OPI	1 Hour of Service	<input checked="" type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 3	Chore <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 3a	Chore – HCW <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 4	Home Delivered Meals <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Meal Delivered	<input checked="" type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient

	NAME OF SERVICE	UNIT DEFINITION	METHOD of SERVICE DELIVERY
<input type="checkbox"/> 5	Adult Day Care/ Adult Day Health <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 6	Case Management <input type="checkbox"/> OAA <input checked="" type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
CLUSTER 2 REGISTERED SERVICES			
<input checked="" type="checkbox"/> 7	Congregate Meals <input checked="" type="checkbox"/> OAA	1 Eligible Meal	<input checked="" type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 8	Nutrition Counseling <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 9	Assisted Transportation <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 One-Way Trip	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
CLUSTER 3 NON-REGISTERED SERVICES			
<input type="checkbox"/> 10	Transportation <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 One-Way Trip	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 11	Legal Assistance <input checked="" type="checkbox"/> OAA	1 Hour of Service	<input checked="" type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 12	Nutrition Education <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Session per participant	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 13	Information and Assistance <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Contact	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 14	Outreach <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Contact	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input type="checkbox"/> 15	Information to Caregivers <input type="checkbox"/> OAA	1 Activity	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient

	NAME OF SERVICE	UNIT DEFINITION	METHOD of SERVICE DELIVERY
<input checked="" type="checkbox"/> 16	Assistance in Gaining Access to Caregiver Services <input checked="" type="checkbox"/> OAA	1 Contact	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
OTHER SERVICES – ADMINISTRATIVE FUNCTIONS			
<input checked="" type="checkbox"/> 20-1	Administration <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI		<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 20-2	AAA Advocacy <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI		<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 20-3	AAA Program Coordination <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI		<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 20-4	AAA Program Development <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI		<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
Services Which Address Functional Limitations			
<input type="checkbox"/> 30-1	Home Repair/Modification <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Activity	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 30-2	Home Health <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Home Visit	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 30-3	In-Home Volunteers <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 30-4	Respite <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 30-5	Caregiver Respite <input type="checkbox"/> OAA	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient

	NAME OF SERVICE	UNIT DEFINITION	METHOD of SERVICE DELIVERY
<input checked="" type="checkbox"/> 30-6	Organization & Maintenance of Support Groups for Caregivers <input checked="" type="checkbox"/> OAA	1 Session per participant	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input type="checkbox"/> 30-7	Supplemental Services to Caregivers <input type="checkbox"/> OAA	1 Activity	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
Services Which Maintain Health			
<input checked="" type="checkbox"/> 40-1	Health/Nutrition Screening <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Screening per participant	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input type="checkbox"/> 40-2	Exercise/Physical Fitness <input type="checkbox"/> OAA	1 Session per participant	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 40-3	Wellness Education <input checked="" type="checkbox"/> OAA	1 Session per participant	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input type="checkbox"/> 40-4	Mental Health Services <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 40-5	Health Equipment Loans <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Unit/Loan	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 40-6a	Medical Alert Installation <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Installation per Client	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 40-6b	Medical Alert Rental <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Payment for Service per Client	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 40-7	Medical Equipment <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Client Served	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 40-8	Registered Nurse Services <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient

	NAME OF SERVICE	UNIT DEFINITION	METHOD of SERVICE DELIVERY
<input checked="" type="checkbox"/> 40-9	Medication Management <input checked="" type="checkbox"/> OAA	1 Contact	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
Services Which Protect Elder Rights			
<input type="checkbox"/> 50-1	Guardianship Conservatorship <input type="checkbox"/> OAA	1 Contact	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 50-2	Protective Service <input type="checkbox"/> OAA	1 Contact	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 50-3	Elder Abuse Awareness <input checked="" type="checkbox"/> OAA	1 Activity	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input type="checkbox"/> 50-4	Crime Prevention/Home Safety <input type="checkbox"/> OAA	1 Activity	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 50-5	LTC Ombudsman <input type="checkbox"/> OAA	1 Activity	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
Services Which Promote Socialization and Participation			
<input type="checkbox"/> 60-1	Recreation <input type="checkbox"/> OAA	1 Activity per Participant	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 60-2	Friendly Visiting <input type="checkbox"/> OAA	1 Visit	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 60-3	Telephone Reassurance <input type="checkbox"/> OAA	1 Contact	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 60-4	Volunteer Recruitment <input type="checkbox"/> OAA	1 Placement	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient

<input type="checkbox"/> 60-5	Interpreting/Translation <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
Services Which Assure Access and Coordination			
<input checked="" type="checkbox"/> 70-1	Case Monitoring <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input type="checkbox"/> 70-2	Counseling <input type="checkbox"/> OAA	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 70-2a	Individual Counseling for Caregivers <input checked="" type="checkbox"/> OAA	1 Hour of Service	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient
<input type="checkbox"/> 70-3	Screening <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Screening	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 70-4	Geriatric Assessment <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Assessment	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 70-5	Newsletter <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Newsletter Distributed	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 70-6	Gatekeeper Training <input type="checkbox"/> OAA	1 Activity	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 70-7	Placement Services <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Referral	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 70-8	Private Case Management <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input checked="" type="checkbox"/> 70-9	Caregiver Training <input checked="" type="checkbox"/> OAA	1 Session per Participant	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input checked="" type="checkbox"/> cost efficient

<input type="checkbox"/> 70-10	Public Outreach/Education <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Activity	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
Services that Support Other Goals/Outcomes			
<input type="checkbox"/> 80-1	Senior Center Assistance <input type="checkbox"/> OAA	1 Center Assisted	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 80-2	Employment Assistance <input type="checkbox"/> OAA	1 Contact	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 80-3	Utility Assistance <input type="checkbox"/> OAA	1 Contact	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 80-4	Financial Assistance/Material Aid <input type="checkbox"/> OAA	1 Contact	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 80-5	Money Management <input type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Contact	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 80-6	Center Renovation/ Acquisition <input type="checkbox"/> OAA	1 Center Acquired or Renovated	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 80-7	Housing Assistance <input type="checkbox"/> OAA	1 Contact	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<input type="checkbox"/> 90-1	Volunteer Services <input type="checkbox"/> OAA	1 Hour of Service	<input type="checkbox"/> Contracted <input type="checkbox"/> Waiver request to self-provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient

SECTION D-2

OREGON PROJECT INDEPENDENCE

Provide the following information about the procedures your agency (or your contractor) uses in the OPI program:

- a. Describe how the agency will ensure timely response to inquiries for service.

Responses to inquiries for OPI services are provided in accordance with AAA Policy and Procedures. The Case Manager responds by telephone or home visit to inquiries for services on the day of or within two working days of receipt.

- b. Explain how clients will receive initial and ongoing periodic screening for other community services, including Medicaid.

Intake involves gathering health, medical, psycho-social and demographic data to determine if the individual requesting service is 60 years of age or older, has functional impairments in "activities of daily living" and/or "self-management tasks" (instrumental activities of daily living) and is otherwise eligible for OPI home-care services. Such intake also includes identifying other service needs and resources such as public-entitlement programs (e.g., SSI), legal assistance, insurance, transportation and availability of "natural supports" -family and friends who can assist. To access eligibility, cases are reviewed by the Case Manager every six months and annually to assess eligibility. This also includes periodic contact and reassessment when a change in circumstances occurs.

- c. Describe how eligibility will be determined.

The client must be 60 years of age or older. Staff will assess the client's physical limitations in the areas of ADLs and IADLs; this will be followed by completing the assessment in CAPS. Those clients identified as needing priority levels of service 1 -14 are eligible for OPI services.

- d. Describe how the services will be provided.

Services are provided by a home-care worker under the DHS Client-Employed Provider Program (CEP) who has been enrolled in the DHS/SPD provider system. Division Case Managers develop and monitor the care plans.

- e. Describe the agency policy for prioritizing OPI service delivery.

The Douglas County AAA uses the priorities identified in OAR, Chapter 411, Division 15, entitled "Long Term Care Service Priorities for Persons Served" and AAA policies. Authorization of OPI services is contingent upon the service priority level of the applicant/ recipient and the availability of sufficient funds. If the applicant/ recipient cannot be immediately served, that individual is put on a wait list.

- f. Describe the agency policy for denial, reduction or termination of services.

Reduction or termination occurs for one or more of the following reasons:

1. When the client assessment or re-assessment has been completed and the client has been determined ineligible;
2. When the goal for personal care or home care has been reached and no further OPI services are needed;
3. When the client requests termination of the service(s), refuses the service(s) or withdraws from the service plan;
4. When the client's case has been transferred to the Medicaid or Risk Intervention Program;
5. When an acceptable provider cannot be located;
6. When the service fails to achieve its goals within the resources of the agency, the Case Manager shall consider the health and safety of the client in the determination to terminate OPI services;
7. When the client dies; or
8. When there is a reduction in State OPI funds and said funds are no longer sufficient to provide OPI services. Such terminations of services shall be conducted in accordance with OAR, Chapter 411, Division 15 and shall utilize the procedures contained in this policy.

The Douglas County AAA provides written notice if a client has been determined ineligible for OPI services for any of the above reasons. In the event that the client is not receiving services (i.e., was assessed for services and was not determined eligible), the goal for personal care or home care has been reached or if the service fails to reach its goals, a letter is written notifying the client of their ineligibility and the reason for that determination. The letter includes information concerning the client's rights to appeal that decision. This notice is sent as soon as possible after the determination is made.

When the client requests termination of services, is transferred to Medicaid or dies, no such notification is provided.

In instances where there is a reduction in State OPI funds and there are no longer sufficient funds to provide OPI services, a written notice is provided at least thirty days prior to termination of services. As in the case of written notice of ineligibility, a letter sent in this instance includes the client's right to appeal the decision.

- g. Describe the agency policy for informing clients of their right to grieve adverse eligibility and/or service determination decisions or consumer complaints.

The Douglas County AAA has a formal policy for providing clients with a grievance procedure (Policy No. 516). At the initial time of eligibility determination, the AAA Case Manager provides the client with an opportunity to share his/her concerns so that they may be resolved. If an OPI client expresses a concern at the time of intake or at any time while receiving services, the Case Manager will discuss the concern with the client and provide the client with options for resolution within the established system.

If the Case Manager is unable to resolve the client's concern, the Case Manager will provide the client with the name of his/her Supervisor so that the client may make an appointment with the Supervisor.

The Supervisor will offer to meet with the client within three working days after the client requests a meeting. The Supervisor shall attempt to resolve any comments or concerns to the mutual satisfaction of the client and the AAA. If that is not possible, the matter shall be referred to the Division Director for resolution. The Supervisor shall submit a narrative of the discussion with the client and forward this to the Division Director.

The Division Director will review the narrative and all related information and render a decision. If it is not possible to address the concern to the mutual satisfaction of the client and the AAA, the client will be informed of his/her right to speak with the Department Administrator.

h. Explain how fees for services will be implemented, billed, collected and utilized.

Once the net income for the OPI client has been determined by the Case Manager, the fee for the client is established using the Oregon DHS SPD's most recent OPI fee schedule (see attachment). This table is used by the Case Manager to derive the fee assessment. The Case Manager discusses with each client the personal care or homemaker service to be provided and the fee for service associated with that service; an agreement about the client's fee for services is reached before the actual service is initiated.

The assessed fee amount is noted in the client's case record and the AAA's OPI Client Control Sheet and then becomes a part of the information used to manage each client's case. Client income is re-determined every six months and the fee is revised when appropriate.

The Douglas County AAA has made fee billing and collection a responsibility of the Division's Office Manager. The Office Manager keeps a confidential copy of the care plans for each client. At the end of each month, a copy of the monthly OPI Client Control Sheet is given to the Office Manager by Case Manager staff; this is used as the source document in conjunction with the monthly SPD OPI Home Care Voucher Paid Report for updating all client accounts and for preparing monthly billing for OPI fees due. The number of in-home (personal care or homemaker) service units delivered to each client for the month is determined from the SPD OPI Home Care Voucher Paid Report.

The AAA's OPI fee financial records include a fees-receivable account for each OPI client. A billing statement for the client's share of service costs is prepared and mailed out by the AAA on a monthly basis. That statement shows all the recent account activity and gives the number of hours of service rendered for that month, the client assessed fee per hour and the computed total due to remit. Clients are responsible for mailing payments to the AAA in a timely manner. Of course, the AAA keeps appropriate financial records of all OPI fee transactions relative to each client. The AAA deposits these monthly receipts to a line-item account for Personal Care or Homemaker fees in its own financial accounting system and uses them to expand case management and in-home services to OPI clients.

- i. Describe the agency policy for addressing client non-payment of fees, including when exceptions will be made for repayment and when fees will be waived.

In the Division's policy for handling OPI fees, Policy No. 512, entitled, "OPI Fees, Billing and Collection", there are two aspects of non-payment addressed:

1. Client circumstances would constitute a recommendation that fees due to the AAA be waived. These circumstances are:
 - a. The client dies and
 - i) The amount due is less than \$5.00 and has been billed once; or
 - ii) There is no surviving spouse, conservator or other legal agent.
 - b. The client moves and there is no way to re-establish contact with them as ascertained by the Case Manager.
 - c. Other extraordinary case circumstances

A memorandum recommending the waiving of these fees is prepared with the account amounts and reasons and is submitted to the Division Director and the Administrator for approval.

In instances where payment is delinquent and doubtful and after repeated and reasonable efforts to collect:

- a. The Division Director and Department Administrator may decide to terminate OPI services to the client in accordance with policy; or
- b. The Department Administrator may turn over the account to the Administrative Services Division of the Department for debt collection; or
- c. The Department Administrator may waive the fees due.

- j. Explain how service providers will be monitored and evaluated.

Monitoring and evaluation of providers' performance will be on-going through the case management function, the AAA Nutrition & Social Services Program Supervisor and the SPD/ HCW -Caregiver Registry. Douglas County's SPD provides a Caregiver Registry Service which supports Title XIX, Risk Intervention and OPI in-home services program. They secure a criminal history fitness determination and qualify caregivers for the Registry in accordance with DHS Criminal History Rules, OAR, Chapter 410, with DHS/ SPD In-Home Services Rules (OAR Chapter 411, Division 30) and with AAA Policy and Procedures.

A list of qualified caregivers is provided to clients, contract agency providers (e.g., Lifespan Respite Care of Douglas County) and private individuals who request this service. The selection of a caregiver from any list provided by the AAA and/or DHS/ SPD is made by the client.

The AAA/ DHS/SPD conducts monitoring of caregiver performance which includes a review of any customer allegation of elder-abuse complaints and re-checks criminal history to determine continued fitness. Determination to suspend and/or terminate a caregiver's DHS provider number will be conducted in accordance with DHS Rules, OAR Chapter 411, Division 30.