

MALHEUR COUNCIL ON AGING & COMMUNITY SERVICES

District #14 – County of Malheur

OLDER AMERICANS ACT AREA PLAN

**FOR PERIOD OF
JANUARY 1, 2011
THROUGH
DECEMBER 31, 2012**

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SECTION I A: VERIFICATION OF INTENT AND PLAN SUBMITTAL

SECTION IA: VERIFICATION OF INTENT AND AREA AGENCY ON AGING PLAN SUBMITTAL

- Type A: OAA, OPI (Medicaid Optional)
- Type B-1 Staff-Contract: OAA, OPI, Medicaid
- Type B-1 Staff-Transfer: OAA, OPI, Medicaid
- Type B-2 Staff-Contract: OAA, OPI, Medicaid
- Type B-2 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.

AGENCY or ORGANIZATION DESIGNATED as the AREA AGENCY ON AGING

**Malheur Council on Aging & Community Services
842 SE First Avenue
P. O. Box 937
Ontario, Oregon 97914**

Loni Debban, Executive Director

(541)-889-7651

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.

Jack Roberts, MCOA&CS Advisory Council Chairperson

Date

Barbara Olson, MCOA&CS Executive Board Chairperson

Date

Loni Debban, Executive Director

Date

SECTION A: OVERVIEW OF AREA PLAN

SECTION A: AREA PLAN OVERVIEW

The overview must include 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 (Type B-2 agencies are to include disabled populations), 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.**



MALHEUR COUNCIL ON AGING & COMMUNITY SERVICES

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Grow old along with me!
The best is yet to be.
The last of life for which the first was made.

-Robert Browning

Malheur Council on Aging & Community Services Area Agency on Aging Four-year Area Plan for a Comprehensive And Coordinated Service System for Older Persons For the period of January 1, 2011 through December 31, 2012

AREA PLAN OVERVIEW:

The Malheur Council on Aging & Community Services is a private non-profit corporation established and incorporated in 1975 to assist the elderly of Malheur County to live healthy, meaningful and independent lives. The agency is the lead provider of transportation for Malheur County. The agency serves **services the general public including seniors and disabled riders with routed and dial a ride demand service. The agency is the general partner of Sierra Vista affordable farm worker housing, The agency operates Crossroads a 7 unit housing complex for low income individuals The 1973 Amendments to the Older Americans Act established Area Agencies on Aging and charged them with planning a comprehensive and coordinated service system for older persons (age 60 and over).**

The Council was formally designated as the Area Agency on Aging effective July 1, 1980. Assistance is provided to older persons age 60+ to assist them to become more aware of available resources; to facilitate and provide access to available community services; to coordinate and

develop services geared to promote their dignity and independence and to prevent unwarranted institutionalization.

To help you understand the plan of services for the next four-year period (January 1, 2008 through December 31, 2012), we have revised the “Area Agency on Aging Plan for a Comprehensive and Coordinated Service System for Older Persons.”

We hope that the following information will help you to identify questions you may want to ask. Whether you are new to the Malheur Council on Aging & Community Service’s system or not, we want you to know of our deep commitment to meet the needs of older individuals who wish to remain living independently in their own homes.

DESCRIPTION OF THE POPULATION TO BE SERVED

MCOA&CS serves eligible seniors (age 60+) residing in Malheur County. In 2000 the total population of Malheur County was 31,615 as provided by the United States Census Bureau. The 2006-2008 U. S. Census Bureau American Community Survey 3-year estimates the senior citizen (age 65+) population as 4,422 or 14.3%. The 2000 U. S. Census Bureau figures documents the total number of individuals living below poverty in Malheur County as 5,265 with 475 seniors (65+). Malheur County is the state’s second largest and is 94 percent rangeland. Much of the population is located in the corporate cities of Ontario, Nyssa, Jordan Valley, Vale and several other smaller unincorporated communities of Adrian, Juntura, Ironside, Jamieson, Westfall, Harper, Arock, and Brogan. Many of the elderly experience some type of physical or cognitive impairment.

DESCRIPTION OF THE SERVICE DELIVERY SYSTEM

While progress has been made over the past twenty plus years to help elders at risk remain in their own homes, sufficient resources are not available to meet the increasing needs of frail seniors.

Family, friends and neighbors are the main providers of care for most of the elderly residing in Malheur County. In addition, the local service delivery system for seniors includes, but is not limited to, Malheur Council on Aging & Community Services, the Oregon Seniors and People with Disabilities Division, Volunteer Services of the Department of Human Services, Senior Citizen's Centers, local churches, senior citizen meal sites, the Housing Authority of Malheur County, Oregon Law Center, the Training and Employment Consortium, Oregon Human Development Corporation, Lifeways Behavioral Health, Lifespan Respite, veteran's programs, assisted living facilities, the Southeast Oregon Regional Food Bank, law enforcement agencies, private and volunteer organizations and/or individuals extend assistance and services when caregivers are not able to meet all of a frail senior's care needs.

Older individuals who are at risk of losing their independence and their informal network of caregivers often need help in transitioning from one level of care to another (i.e., independence to home care; hospitalization to home health and/or home care services, etc.). Frequently more than one agency provides services to meet the senior's and the caregiver's needs. This overlap of services and multiple case staffs can be confusing.

Understanding "who provides what service," meeting multiple eligibility requirements, and completing paperwork for each different program often makes the "pathway" to the local service delivery system difficult to navigate.

As the number of older people with a wide range of medical and social needs continues to grow, we will face major challenges to maintain and strengthen this local service delivery system.

In carrying out the overall job of assisting the older individual and their caregivers through the pathway to services, the following interventions

are used by the MCOA&CS Senior Services Staffstaff (i.e., Case Staff) in their exchange and relationships with clients to address entry, assessment, case goal setting and service planning, case plan implementation and review and evaluation of services.

The MCOA&CS Senior Services Staffstaff works primarily with individuals on a one-to-one basis as follows:

- **Initial assessment** (or continuing evaluation) which emphasizes services on a holistic approach for the client with multi-problems;
- **Home Visits** and assessments as to how the senior functions in his/her daily living;
- **The medical-social balance** for the target group's chronic conditions and the interrelationships with social (and often) economic barriers;
- **Education for eligible individual and family coping**, such as information about resources so that those who can handle their own case management are encouraged to do so;
- **Follow-through** with continuity of service for the frail or vulnerable elderly, planning for an expected continued care program;
- **Emphasis on linkages, coordinate and service procurement** rather than on direct service when possible;
- **Avoiding "learned helplessness"**: by careful balancing/responding to unavoidable dependencies while guiding seniors and or their caregivers to rehabilitative independence.

Coordination of services both formal and informal takes place within the client/MCOA&CS Senior Services StaffStaffcase staff relationship. Getting the client into the agency is not the end of outreach; it is the beginning. The MCOA&CS Senior Services StaffStaffcase staff actively follows through with telephone calls, monitoring when transportation or home care is arranged and/or when unfinished steps are pursued in the

service plan. The case staff provides ongoing contacts with the clients and bi-monthly visits at their home residence. The senior case staff insures that if the client is unable to follow through on their own, they do not get lost or “fall through the cracks”.

One of the first requirements of the MCOA&CS Senior Services Staffcase staff is to marshal an adequate range of resources for the elderly. They are intimately familiar with eligibility requirements, procedures and processes to ensure quality of senior services. Case Management focuses on access to a range of services to enhance service delivery. The agency is responsible to mobilizing resources to help compensate the shortage of local resources and home care services for the seriously impaired, and funding for nutrition services. The MCOA&CS Senior Services case manager allocates resources to match the needs of the client, those clients who have lower needs, and their own resources, receive less services than those clients who have greater need and no other means of support. The MCOA&CS Senior Services Case manager takes all this information into account when determining the client’s service plan; these decisions are not made lightly. The focus for senior services delivery is to ensure that the allocation of limited resources for those most in need.

Malheur County’s continuum of care or service delivery system has been enhanced through the development of interagency linkages and/or agreements as follows:

OREGON PROJECT INDEPENDENCE (OPI) IN-HOME SERVICES

- Clients who are not Medicaid-eligible, but meet qualifications for OPI (i.e., are 60 years or older or under 60 and diagnosed as having Alzheimer’s disease) can receive case management services through MCOA&CS. Services are authorized

CONGREGATE AND HOME-DELIVERED MEALS

- Malheur Council on Aging & Community Services contracts with Snake River Correctional Institute culinary division for a negotiated cost per meal rate to provide Malheur County senior citizens congregate meals at the senior meal sites and the home delivered meals for the county. The menus are approved by the certified

resident dietitian. Congregate and home delivered meals are provided for Annex seniors through a negotiated cost per meal contract with the Weiser Area Office on Aging which is centrally located. staffThe seniors who participate in the congregate meal comment that they enjoy the healthy meals prepared by Snake River Correctional Institute. They look forward to participating in the Christmas luncheon. Malheur Council on Aging & Community Services senior program, Snake River Correctional Institute and the senior centers benefit from this partnership. As a result of this partnership with Snake River Correctional Institute, MCOA&CS has the ability to stabilize the cost to provide senior meals. This partnership enables our agency to continue to provide the same number of meals, and also expand the number of senior meals provided. Snake River Correctional Institute negotiated cost per meal rate primarily consists of the raw food costs for the meal. The majority staffing expenses are included in the negotiated cost per meal by the Weiser senior center and Vale and Nyssa senior program staff. A number of seniors volunteer in all of the senior programs provided by MCOA&CS.

CONGREGATE MEALS

Low cost, nutritious meals are provided to eligible participants' age 60+ at congregate meal sites located in Ontario, Nyssa, and Vale, Oregon. MCOA&CS contracts for meal preparation/service provision with Snake River Correctional Institute.

- Meals are provided in Ontario two (2) days per week (12:00 noon, Monday and Tuesday, except holidays) 842 SE 1st Ave, Ontario, Oregon 97914 (541) 889-7651.
- Meals are provided in Nyssa (2)days per week, Tuesday, and Thursday (12:00 noon,) 316 Good Avenue, Nyssa, Oregon 97913 (541) 372-5660. MCOA&CS provides meals for SPD clients for a fee to help support the nutrition program.
- Meals are provided in Vale (2)days per week, Monday and Wednesday (12:00 noon, except holidays) 182 Cottage Street, Vale, Oregon 97918 (541) 473-2129
- Congregate senior meal sites serve as community focal points in Malheur County. The suggested donation is \$3.50 per meal.

- **MCOA&CS Nutrition Site Council representatives from each meal site meet and provide recommendations to assist MCOA&CS case manager to resolve daily service issues (the nutrition councils meet prior to the MCOA&CS Advisory Council Meeting which is held every other month).**
- **Frozen meals are provided weekly for MOWs clients in Jordan Valley.**

***Congregate and home delivered menus are developed to ensure the program meets the dietary Guidelines for Americans and (minimum of 33 and 1/3 percent of the current daily) Recommended Dietary Allowances (RDA) established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences.**

****The Nyssa and Vale Senior Citizens Center sponsors a weekly potluck (on the day that a meal is not provided through MCOA&S) supported by the senior (i.e. bring a potluck dish or a fee of \$3.00 per meal).**

HOME DELIVERED MEALS – (MEALS-ON-WHEELS)

Referrals are received by the Seniors Services case manager from seniors, physicians, hospitals, home health agencies, Malheur County Health Dept., Seniors and People with Disabilities Division, Information and Assistance telephone referrals, family members, neighbors, local churches, and other community members.

Assessment of need and determination of eligibility for Home Delivered Meals are provided by the Senior Services staff. MCOA&CS senior case staff determine if the client meets Older America Act Funding eligibility in order to receive home delivered meals. Each individual who is in the program meets the following criteria.

- 1. Be 60 years of age or older and homebound by reason of injury, illness, or an incapacitating disability or is otherwise isolated; or**
 - **The spouse who resides with a senior who is eligible under this criteria. If home delivered meals for the spouse is in the best interest of the client; or**
 - **A disabled person under 60 years of age who resides in a housing facility where a meals site is located; or**

- Be 60 years of age or older and have an inadequate support system for food shopping or meal preparation; or
 - Be 60 years of age or older and unable to tolerate a group situation due to physical or mental disability or substance abuse; and
2. Is willing to eat the meal within a reasonable time, and
 3. Is approved for eligibility by Malheur Council on Aging & Community Services, and
 4. Lives within the service area boundaries designated by the AAA (i.e., 6 miles outside the city limits of Ontario, Nyssa, and/or Vale, Oregon), or
 5. Lives outside the service area boundaries noted above, (i.e. in Malheur County) and can make prior arrangements with the Seniors Services staff to have a meal picked up and delivered to the eligible individual's home.

Home Delivered Meals are provided up to seven days per week in Malheur County as explained in #4 above and meet the dietary guidelines for Americans and provide a minimum of 33 and 1/3rd percent of the current daily Recommended Dietary Allowances (RDA) established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences.

MCOA&CS contracts with Sage Council of Governments, Weiser, Idaho, to provide Meals on Wheels to those seniors in the community of Annex, for the Oregon community who are unable to receive delivered hot meals via Ontario, Oregon volunteers due to the length of travel between the city of Ontario and Annex.

- **LEGAL SERVICES:** A contract which was negotiated between MCOA&CS and the Oregon Law Center (OLC) ensures that OLC will provide legal services to seniors. Pro-bono legal services are also available from members of the private bar for critical issues/needs.
- **TRANSPORTATION AND ASSISTED TRANSPORTATION SERVICES:** Malheur County and the Malheur Council on Aging & Community Services developed an interagency agreement to develop, coordinate and dispatch transportation services to senior citizens and disabled citizens of Malheur County through the receipt of Special

Transportation Funding for seniors and disabled. Malheur Council on Aging & Community Services is the lead dispatcher senior transportation needs. As such MCOA&CS develops contracts and/or informal agreements with agencies to provide transportation access for the vulnerable populations of senior and disabled in collaboration with an array of programs as follows: Senior and People with Disabilities Division, Cascades East Ride Center (CERC) Oregon Medical Assistance Program (OMAP); Idaho Medicaid; Lifeways Behavioral Health; Western Idaho Training Company (WITCO); the Ontario School District; and the Oregon and Idaho Vocational Rehabilitation Departments and the voucher system through Eastern Oregon Center for Independent Living (EOCIL), and daily Ontario/Vale round trip routes. Transportation services are open to the general public (including seniors and disabled) on a dial-a-ride private pay basis (i.e. fares) or “fee for services”. MCOA&CS passengers are charged fare depending on their destination. Transportation Services to and from the Ontario, Nyssa and Vale meal sites are provided by MCOA&CS at a no charge.

TYPES OF SERVICES TO BE FUNDED

Malheur Council on Aging & Community Services prioritizes senior program delivery to assist “at risk” older persons (age 60+) as a method to avoid institutionalization and to ensure that needed, not preferred, services are provided. To meet this challenge, MCOA&CS provides case management assessment and gathers information looking at the individuals need; service priority is for those older persons who are frail with severe disabilities, and those with the greatest economic and/or social need. The case manager considers all requests as they arise.

RECREATION: Malheur Council on Aging & Community Services Senior Services staff works with seniors so they are able to attend social events. MCOA&CS supports individuals by providing transportation access to congregate meal sites and health promotion activities. The senior center in Vale transport individuals to dances, MCOA&CS contacted local agencies who provide senior services with a Request for Qualifications. As a result of this competitive qualification process MCOA&CS contracted with Assisting Hands Home Care to provide home assistance and personal care services. MCOA&CS supports family caregivers through the Respite Care Program.

OREGON PROJECT INDEPENDENCE (OPI) FUNDING

- **PERSONAL CARE:** (1 hour of service) Malheur Council on Aging & Community Services contracts with a local provider “Assisting Hands” for personal care assistance (standby assistance, supervision or care) for persons having difficulties with one or more of the following activities of daily living: eating, dressing, bathing, toileting and transferring. (Note: SPD definition of Personal Care takes precedence over the OAA definition.)
- **HOMEMAKER (HOME CARE):** (1 hour of service) Malheur Council on Aging & Community Services contracts with the local provider “Assisting Hands” for senior assistance for persons having difficulty with one or more of the following instrumental activities of daily living: shopping for personal items, managing money, using the telephone or doing light housework. (Note: SPD definition of Homemaker Care takes precedence over the OAA definition.)
- **CASE MANAGEMENT:** (1 hour of service) (Oregon Project Independence Funding) Malheur Council on Aging Senior Program Case Managers provide assistance in the form of either access or care coordination. Typical activities include assessing needs, developing care plans, authorizing and arranging services, coordinating the provision of services among providers, follow-up and periodic reassessment as required.
- **ASSISTED TRANSPORTATION/ESCORT:** (1, one way trip) Malheur Council on Aging & Community Services provides assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation. (Oregon Project Independence Funding only).

TITLE III B OF THE OLDER AMERICANS ACT FUNDING

- **AREA PLAN ADMINISTRATION:** (OAA and OPI only) Malheur Council on Aging & Community Services designates area agency administrative functions to implement the planned senior services, maintain required records, fulfill the requirements of federal and

state regulations, and support of the senior advisory council. Activities include responsibilities as bidding, contract negotiation, reporting, reimbursement, accounting, auditing, monitoring, and quality assurance.

- **AAA ADVOCACY:** Malheur Council on Aging & Community Services Senior Advisory Council and the executive board monitors evaluates and comments on issues related to community actions affecting older persons. Seniors members from the council and executive board attend public hearings; they represent older persons interests at the local, state and national level. The agency also supports the Long-Term Care Ombudsman program, and coordinates planning with other agencies and organizations as an advocate for senior issues.
- **PROGRAM PLANNING AND DEVELOPMENT:** Malheur Council on Aging & Community Services Senior Program Case Manager functions are directed toward the development of specific service(s), goals or objectives that promote senior needs. Case management services for seniors are based on the “holistic” system that includes such functions as completion of the senior needs assessment, plan development, budgeting/resource analysis, inventory, standards development, policy analysis, public education, resource development, training and education, research and development and legislative activities.

staff

- **TRANSPORTATION:** (1 one way trip) Malheur Council on Aging & Community Services provides a means of transportation for a senior person who requires help in going from one location to another, using vehicles and drivers through the dial a ride and routed transportation programs.
- **LEGAL ASSISTANCE:** (1 hour) Malheur Council on Aging & Community Services Senior Program staff encourage seniors to seek legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney when they have questions are concerns.

- **INFORMATION AND ASSISTANCE:** (1 contact) Malheur Council on Aging & Community Services provides information and assistance services for older individuals with current information on opportunities or services available within their communities. MCOA&CS staff during the assistance process assess the problems and capacities of the individuals, links individuals to opportunities and services; to the maximum extent feasible, as a method to ensure the individual receives the services needed and is aware of the opportunities available by establishing adequate follow-up procedures with a senior program staff.
- **REASSURANCE:** (1 contact Malheur Council on Aging & Community Services contacts senior clients with regular telephone calls to determine if they are safe and well, if they require assistance and to provide psychological reassurance as a method to promote their well being.
- **Volunteer Program:** MCOA&CS has developed a volunteer program that includes volunteer coordinators that organize volunteer teams to address specific senior program needs. Such as MOWs, congregate SHIBA, and homebound or isolated seniors. Monthly volunteer meetings are scheduled for the 3rd Thursday of every month to address organization, policies, and community needs both present and future.
- **Health/Nutrition Screening:** Screening is provided for seniors at home, at senior meal sites and at MCOA&CS's office.
- **Medical Alert:** Malheur Council on Aging & Community Services contracts with Watchdog 911 to provide clients in need with medical alert buttons.
- **Exercise/Physical Fitness:** Exercise classes are provided twice weekly at a local fitness center by a geriatric trained instructor.
- **CONGREGATE MEALS:** (1 meal) Malheur Council on Aging & Community Services provides nutritious meals to eligible participant at senior centers and the veteran's site that complies with the Dietary

Guidelines for Americans and provides a minimum of 33 1/3 percent of the current daily Recommended Dietary Allowances (RDA) established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences.

- **HOME-DELIVERED MEALS** – (also known as “Meals-on-Wheels”): (1 meal delivered) Malheur Council on Aging & Community Services provides home delivered meals to eligible individuals who are unable to attend the congregate meals sites. Meals comply with the Dietary Guidelines for Americans and provides a minimum of 33 1/3 percent of the current daily Recommended Dietary Allowances (RDA) as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences.
- **WELLNESS EDUCATION**: (1 eligible individual served) Malheur Council on Aging & Community Services plans to coordinate with the local public health clinic to present programs designed to relate to chronic disabling conditions (prevention and reduction of effects), alcohol and substance abuse reduction, making cessation, weight loss and control, stress management and providing information about the availability of benefits and appropriate use of other preventative health services or programs. The training presentation is provided in coordination with congregate meals site days.
- **MEDICATION MANAGEMENT**: (1 contact) Malheur Council on Aging Senior Services provides public education activities related to medication management problems, assistance in identify drug plan choices, as well as assistance using medication organizers. The agency also supports clients in the application process for limited income subsidies for their prescriptions.
- **INFORMATION FOR CAREGIVERS**: (1 contact) Malheur Council on Aging participates in the local annual Caregiver’s Conference and presents caregiver training. This service provides information about availability of support services for caregivers and their families and includes group services, public education, and outreach of information at health fairs and other similar functions.

- **ASSISTANCE IN GAINING ACCESS TO CAREGIVER SERVICES:** (1 contact) Malheur Council on Aging & Community Services Senior Program Case Manager provides one-on-one assistance in gaining access to services available for caregivers and their families. Assistance is provided either in the form of Information and Assistance or Case Management depending on the individual needs of the client.
- **RESPIRE:** (1 hour of service) Malheur Council on Aging & Community Services Program Case Manager assists family caregivers with vouchers that can be used to provide respite in a variety of ways. Clients can qualify for vouchers a maximum of three times a year.
-
- **SUPPLEMENTAL SERVICES TO CAREGIVERS:** (1 eligible individual served) Malheur Council on Aging & Community Services provides supplemental services to caregivers with assistance with activities of daily living or instrumental activities of daily living, on a limited basis to complement the care provided by caregivers. Eligible care recipients are unable to perform at least two activities of daily living without substantial assistance or due to a cognitive or mental impairment require substantial assistance.
- **CAREGIVER TRAINING:** (1 eligible individual served) Malheur Council on Aging & Community Services provides training for caregivers and their families. The training provides information about care giving resources to assist caregivers in making decisions and solving problems related to their caregiver roles.
- **ELDER ABUSE AWARENESS:** (1 activity) Malheur Council on Aging & Community Service Senior Program staff discuss elder abuse with individuals during wellness checks. The agency also schedules training with the local law enforcement in collaboration with senior meal sites. These training activities promote the understanding and increase public awareness of elder abuse. The agency also distributes information and key points in the quarterly newsletter. We plan to develop a senior advisory council

subcommittee that focuses on elder abuse awareness to provide outreach with information and referral assistance.

DESCRIPTION OF THE AGENCY PLANNING PROCESS USED TO DETERMINE SERVICE PRIORITIES

Malheur Council on Aging & Community Services contacted senior citizens, local agency representatives, minority representatives, and other interested individuals in Malheur County in the process to establish senior goals and issues:

- The first step included a Needs Assessment questionnaire. The questionnaire was distributed to seniors at congregate mealsites, homebound seniors, community meetings, senior centers, free medical clinics, hospital, transportation companies, various partner agencies associated with MCOA&CS, various boards and commissions, other interested citizens and participants of low income weatherization and energy assistance program.
- Secondly, the result of the Senior Needs Assessment were shared at the MCOA&CS Advisory Council and MCOA&CS Nutrition Site Council meeting and with the MCOA&CS Executive Board of Directors meeting held on August 14, 2007. The senior representatives discussed gaps in services and possible solutions. The MCOA&CS Advisory Council, MCOA&CS Site Council Members and the MCOA&CS Executive Board members requested that we prioritize the information obtained from these surveys of “unmet needs” (i.e. nine or more responses for any service reflected a moderate or great need).
- Amounts of service objectives for III B funds were determined according to current and past service levels. Services will be provided on a determination of individual need and priority of need basis. III B funds for Wellness Education were determined based upon input received from senior citizens at each mealsite and via input received from the survey instrument to homebound seniors and other interested persons.
- We will work with the MCOA&CS Advisory Council, the MCOA&CS Executive Board of Directors, MCOA&CS Staff and the

community to better utilize existing resources and/or to encourage the development of resources to meet the identified gaps or unmet needs of the senior community as highlighted on the “Summary of Needs Assessment Questionnaire” (June 2007 which is attached to the Area Plan Overview).

PROPOSED BUDGET RESOURCES FOR THE PERIOD JULY 1, 2011 THROUGH JUNE 30, 2012

- **Senior Services: (Access, In-home and Community Based Services)**
 Older American Act Funding, Title III B **\$ 81,250.00**

Note: The above-noted services include funding for legal services in the amount of \$ 6,000.00.

- **Congregate Meals:**
 Older American Act Funding, Title III C-1 **\$ 49,046.00**
 USDA Cash-in-Lieu Funding **\$ 0.00**
 Projected Program Income **\$ 12,000.00**
 Other Income including Fundraising **\$ 500.00**
TOTAL BUDGET **\$ 61,546.00**

- **Home-Delivered Meals:**
 Older American Act Funding, Title III C-11 **\$ 24,673.00**
 USDA Cash-in-Lieu Funding **\$ 17,380.00**
 Projected Program Income **\$ 21,000.00**
 Other Income including Fundraising **\$ 18,500.00**
TOTAL BUDGET **\$ 81,553.00**

- **Medicaid Funds:** **\$ 0.00**
- **Wellness Prevention Education including Medication Management:**
 Older American Act Funding, Title III D **\$ 4,261.00**
- **National Family Caregiver Program:**
 Older American Act Funding, Title III E **\$ 27,612.00**
- **Elder Abuse Awareness:**
 Older American Act Funding, Title VII **\$ 1,183.00**
- **Oregon Project Independence Funding**
 Oregon Project Independence (OPI) Program Income

- \$ 61,943.00**
- **State Health Insurance Benefit Assistance (SHIBA)**
\$6,000.00
- **Senior Medicaid Patrol** **\$2,550.00**
- **OAA IT** **\$1,000.00**

GRAND TOTAL **\$328,898.00**

MCOA&CS requested approval for direct provision of certain Title III Services and OPI Case Management as set forth in the Area Plan as these services are an integral part of our Service Delivery System in rural Malheur County.

Summary of Needs Assessment Questionnaire

June 2007

Matrix #	Service Name	Services Provided by MCOA	Needed Services as per Assessment	Comments
1	Personal Care	X		See Homemaker
1a	Personal Care (CEP)			
2	Homemaker	X	93	Ranked #4
2a	Homemaker (CEP)			
3	Chore			
3a	Chore (CEP)			
4	Home Delivered Meals	X	99	Ranked #3 (Expansion to other part of Malheur County 52 Responses) (Expand to 6 miles outside of all Cities limits – 61 Responses)
5	Adult Day Care/Health			
6	Case Management for Oregon Project Independence	X		See Homemaker and Personal Care
7	Congregate Meals	X	80	Ranked #7 (Expand to other Malheur County Communities 34 Responses)
8	Nutrition Counseling			
9	Assisted Transportation/Escort	X		
10	Transportation	X	129	Ranked #1
11	Legal Assistance	X	85	Ranked #5
12	Nutrition Education			
13	Information & Assistance	X	79	Ranked #8
15	Information to Caregivers	X		
	Assistance in Gaining			

16	Access to Caregiver Services	X		
20-1	Administration OAA and OPI	X		
20-2	AAA Advocacy	X		
20-3	AAA Program Coordination			
20-4	AAA Program Development			
20-5	Training			
20-9	Medicaid Services	X		
30-1	Home Repair/Modifications			
30-2	Home Health			
30-3	In-Home Volunteers			
30-4	Respite	X	82	Ranked #6 (All Caregiver Services)
30-5	Respite (CEP)			
30-6	Support Groups for Caregivers			
30-7	Supplemental Services for Caregivers	X		
40-1	Health/Nutrition Screening			
40-2	Exercise/Physical Fitness		1*	*Other Programs Comment #15 & #22
40-3	Wellness Education	X	39	
40-4	Mental Health Counseling			
40-5	Health Loans			
40-6	Medical Alert			
40-7	Medical Equipment			
40-8	RN Services			
40-9	Medication Management	X	73	Ranked #9
50-1	Guardianship/Conservator Ship			
50-2	Protective Service			
50-3	Elder Abuse Awareness			
50-4	Crime Prevention/Home Safety			
50-5	LTC Ombudsman			
60-1	Recreation			
60-2	Friendly Visiting			
60-3	Telephone Reassurance	X		
60-4	Volunteer Opportunities			
60-5	Interpreting/Translation			
70-1	Case Monitoring			
70-2	Counseling			
70-2a	Counseling for Caregivers			
70-3	Screening			
70-4	Geriatric Assessment			
70-5	Newsletter			
70-6	Gatekeeper			
70-7	Placement Services			
70-8	Private Case Management			
70-9	Caregiver Training	X		
70-10	Public Outreach/Education	X		
80-1	Senior Center Assistance			
80-2	Employment Assistance			
80-3	Utility Assistance		125	Ranked #2 – Provided through LIEAP Program
80-4	Financial Assistance/Material Aid		1*	*Other Programs – Comments #14
80-5	Money Management		1*	*Other Programs – Comments #4

80-7	Housing Assistance			
90-1	Volunteer Services			

NOTE: 1,750 Assessments were sent out county wide. Of the 1,750 assessments 980 were in English and 730 were in Spanish. Assessments were sent to all cities, county offices, senior citizens centers, non-profit organizations. 135 surveys were returned with 6 of those returned in Spanish. Needs assessments were also sent to all OPI, Meals on Wheels and LIEAP (Low Income Energy Assistance Program) clients. See attached listing. * Other Programs – See comment sheet attached to Needs Assessment Compilation.

ADMINISTRATION

Governing Body
Advisory Council
Organization Chart
Administrative Goals and Objectives
Other Programs/Activities of AAA

SECTION B-1**MALHEUR COUNCIL ON AGING & COMMUNITY SERVICE EXECUTIVE BOARD MEMBERS**

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

Agency's Governing Representative Name & Contact Information	Date Term Expires (if applicable)	Title/Office (if applicable)
Bonnie Westerberg 407 Kochsmeier Road Vale, Oregon 97918 Home Phone: (541) 473-2558	June 2013	Vale Senior Representative
Lou Wettstein 3689 Alameda Ontario, Oregon 97913 Home Phone: (541) 889-6939	June 2012	Fiscal Subcommittee Chair
Jack Roberts 1158 Southeast 9th Avenue Ontario, Oregon 97914 Home Phone: (541) 889-3834	June 2012	Senior Advisory Liaison
Stephanie Williams Malheur County 251 B Street West Vale, OR 97918 Home Phone: (541) 473-5501	June 2013	Legal Housing Subcommittee Chairperson
John Dillon 1160 SW 4th ST. Ontario, OR. 97914 Work Phone: (541)880-5387 EXT. 430	June 2013	Media Community Representative
Barbra Olson, XL Hospice 2480 Hwy 52 Payette ID. 83661 Phone: (208)642-9222	June 2013	Chairperson
Dr. Dorian Daniels 4457 Community RD. Ontario OR. 97914 (541)889-6139	June 2013	Medical Community Representative
Elizabeth McKinney 319 N. First St. Nyssa, OR. 97913	June 2013	Nyssa Community Representative

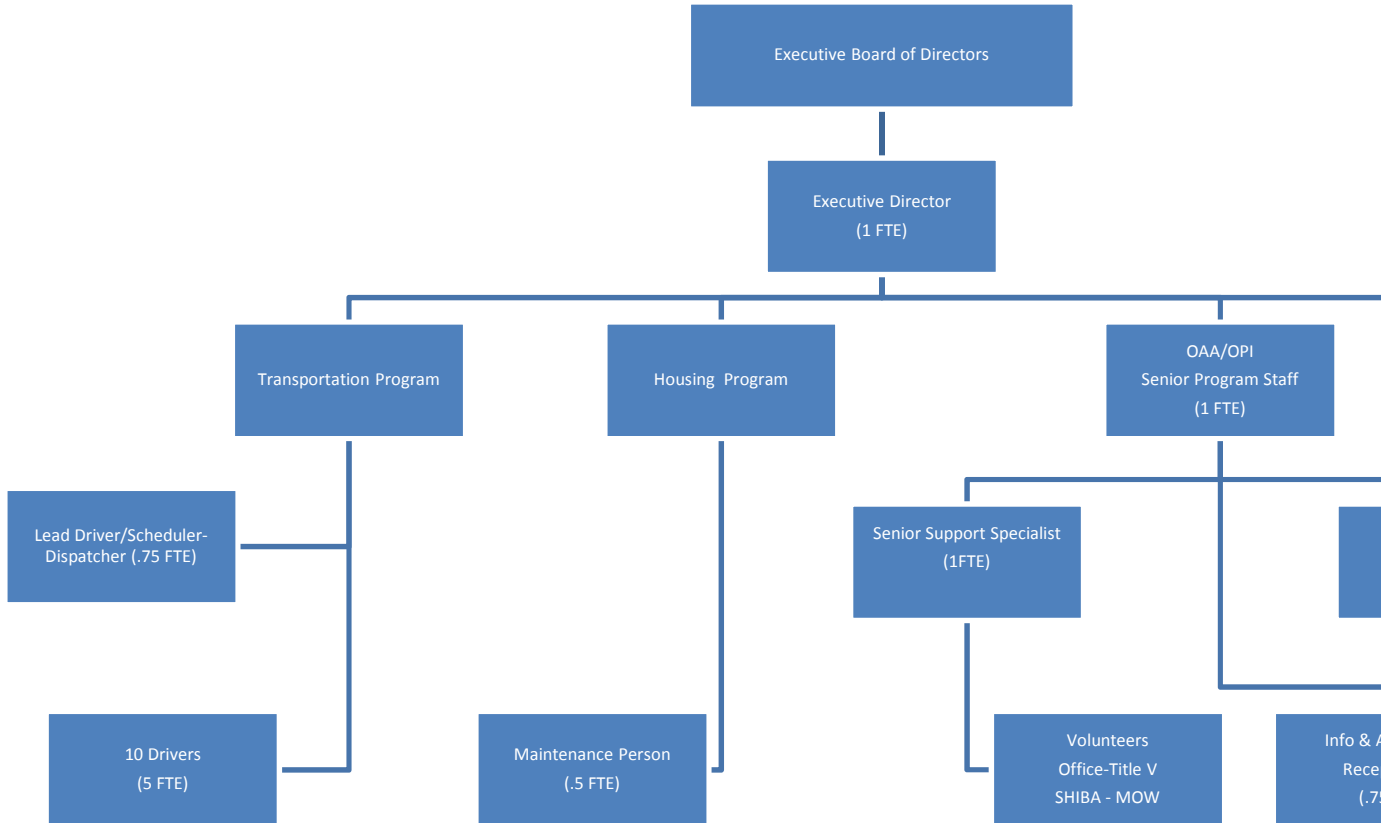
SECTION B-2:
AREA AGENCY ADVISORY COUNCIL
Refer to 45 CFR 1321.57.

Name & Contact Information	Date Term Expires	Category of Representation
Jack Robert 1158 SE 9 th . Ave. Ontario, Or. 97914 541-889-3834	July June 2012	<input checked="" type="checkbox"/> 60+y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other
Axella Stephans 82 Winegar Dr. Ontario, OR. 97914 541-889-8266	June 2013	<input checked="" type="checkbox"/> 60+y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other
Virginia Kosydar 4275 S RD. C Vale, OR.97918 541-216-1196	June 2013	<input checked="" type="checkbox"/> 60+y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other
Kathleen Page 1079 SW 6 th Ave. Ontario, OR. 97914 541889-8009	June 2013	<input checked="" type="checkbox"/> 60+y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other
Dewey Olund 1504 NW 4 th Ave. Ontario, OR 97914 541-889-5118	June 2013	<input checked="" type="checkbox"/> 60+y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other
Gerardo Deira 622 N 4 th St. Nyssa, OR. 97913 541-372-2609	June 2013	<input checked="" type="checkbox"/> 60+y/o <input checked="" type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other
Jim Arritola 2046 5 th Ave. W. Vale, OR. 97918 541-212-2530	June 2013	<input checked="" type="checkbox"/> 60+y/o <input checked="" type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other
	June 2012	<input checked="" type="checkbox"/> 60+y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other
	July 2012	<input checked="" type="checkbox"/> 60+y/o <input checked="" type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other

<p>Ron Briggs 244 SW 7th. St. Ontario, Or. 97914 208-278-1199</p>	<p>July 2012</p>	<p><input checked="" type="checkbox"/> 60+y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran <input checked="" type="checkbox"/> Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other</p>
	<p>June 2009</p>	<p><input checked="" type="checkbox"/> 60+y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran <input checked="" type="checkbox"/> Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other</p>
	<p>June 2010</p>	<p><input checked="" type="checkbox"/> 60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural Service Provider Veteran <input checked="" type="checkbox"/> Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public ___ Other</p>
<p>Tnya Vokral SPD – 186 East Lane Ontario, Oregon 97914 Work Phone: (541) 8889-7553</p>	<p>Continuous</p>	<p>60+ y/o <input type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input checked="" type="checkbox"/> Service Provider Veteran Family Caregiver Elected Official <input checked="" type="checkbox"/> General Public <input checked="" type="checkbox"/> Other (Representative of older persons)</p>
<p>Rotating Member from the Malheur Council on Aging & Community Services Executive Board</p>	<p>Continuous</p>	<p><input checked="" type="checkbox"/> 60+y/o <input checked="" type="checkbox"/> Minority <input checked="" type="checkbox"/> Rural <input checked="" type="checkbox"/> Service Provider <input checked="" type="checkbox"/> Veteran <input checked="" type="checkbox"/> Family Caregiver <input checked="" type="checkbox"/> Elected Official <input checked="" type="checkbox"/> General Public <input checked="" type="checkbox"/> Other (Representative of older persons)</p>

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 of Aging.



Malheur Council on Aging and Community Services Organizational Chart

See Attachment B

SECTION B-4:

AREA AGENCY ON AGING ADMINISTRATION 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.

- A. **Administration:** Administrative functions required to implement planned services, maintain records, fulfill the requirements of Federal regulations, 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.
- B. **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.
- C. **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.
- D. **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.
- E. **Outreach:** Efforts used to identify individuals eligible for assistance under the Older Americans Act, with special emphasis on:
- older individuals residing in rural areas;
 - 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.

GOALS FOR AGENCY:

Type	Goal	Objectives	Activities	Target Date	Outcomes Accomplishments
<p>A. Administrative</p>	<p>Strengthen the MCOA&CS Governing Board of Directors oversight of administrative functions and program operations to assure accountability and quality of services to the senior citizens (age 60+) of Malheur County.</p>	<p>Develop and strengthen vital oversight functions such as evaluating and monitoring program and staff performance on an ongoing and/or annual basis.</p>	<p>Provide OAA training and training tools to the governing board to enable them to conduct board rules and responsibilities (i.e. Board Manual including policies and procedure; tools to conduct vital oversight functions such as monitoring program performance, financial income analysis, etc.)</p> <p>Develop an annual schedule for regular meetings and publicly advertise these meetings; develop ongoing training and orientation schedules.</p> <p>Develop a performance appraisal tool for the Executive Director and program staff.</p> <p>Participate in annual program performance reviews (i.e. appoint a member and/or committee to participate in annual MCOA&CS program monitoring reviews).</p> <p>Appoint a member of the Executive Board to attend the MCOA&CS Advisory Council meetings; invite the chairperson of the Advisory Council to attend Executive Board Meetings at his/her discretion.</p>	<p>1-1-08 and semi-annually</p> <p>1-1-08 and annually</p> <p>6-30-08 Annually</p> <p>Annually</p> <p>Ongoing (i.e.) pursuant to meeting schedules</p>	<p>Ongoing</p> <p>Developed</p> <p>Developed</p> <p>Developed</p> <p>Rotating Executive Board Members and Advisory Council Chairperson.</p>

Type	Goal	Objectives	Activities	Target Date	Outcomes Accomplishments
<p>A. and B. Administrative/Advocacy</p>	<p>Strengthen the MCOA&CS Advisory Council's role and knowledge to provide oversight of all senior services provided by the Area Agency on Aging to assist seniors to receive the services which they need to live as independently as possible in the community.</p>	<p>Develop and strengthen vital oversight functions such as evaluating services, gaps in services and making recommendations to improve and/or develop services to meet the needs of seniors.</p>	<p>Develop and provide training and orientation manuals for the Council.</p> <p>Develop a schedule to meet bi-monthly and publicly advertise such meetings.</p> <p>Update the advisory Council Bylaws to increase the number of members to 15</p> <p>Invite the Chairperson of the Advisory Council to attend MCOA&CS Executive Board meetings to facilitate communication with the Council (i.e. at his/her discretion); invite an Executive Board Member to attend the Advisory Council Meetings.</p>	<p>1-1-08 with annual updates as needed</p> <p>1-1-07 and ongoing</p> <p>6-30-08</p> <p>Ongoing (i.e. schedule meeting dates of the MCOA&CS Executive Board of Directors and the MCOA&CS Advisory Council.)</p>	<p>Ongoing</p>

Type	Goal	Objectives	Activities	Target Date	Outcomes Accomplishments
			<p>Invite Advisory Council Members to participate in the monitoring of senior services provided by MCOA&CS and/or subcontracted service providers.</p> <p>Provide Staff support to the Advisory Council.</p>	<p>Annual</p> <p>Ongoing</p>	
<p>A. Administrative</p>	<p>Strengthen the Executive Director and MCOA&CS staff roles and knowledge regarding administrative functions. Required to implement planned services, maintain records, fulfill requirements of the Federal regulations, State Rules and State Unit on Aging Policies and Procedures.</p>	<p>Develop and strengthen professional staff's ability to administer and implement the Area Plan to Federal Regulations, State Rules and State Policies and Procedures through provision of orientation and training plans.</p> <p>Develop and strengthen the Executive Director's and MCOA&CS staff's skill levels to implement planned services, maintain records, reporting, reimbursements, accounting, monitoring and quality assurance or OAA and OPI Senior Programs.</p>	<p>Develop and provide orientation and training regarding the Older Americans Act (OAA) Regulations and Oregon Project Independence (OPI) and in the skills and capabilities individual staff members need to meet their performance goals.</p> <p>Develop staff orientation and manuals that are program specific.</p> <p>Assessment of individual staff member's training needs and development of an annual individual training plan (including technology needs)</p> <p>Review and revise position descriptions that agree with actual</p>	<p>Annually or more often as needed.</p> <p>Annual updates as needed.</p> <p>1-1-08</p> <p>1-1-08 and ongoing – updates as needed.</p>	

Type	Goal	Objectives	Activities	Target Date	Outcomes Accomplishments
A. Administrative (Continued)		<p>Improve MCOA&CS' fiscal internal control and fund accounting procedures.</p>	<p>duties and assure that basic computer skills are a requirement for new employees.</p> <p>Develop, maintain and utilize a fiscal policy and procedure manual.</p> <p>Implement monthly accounts receivable and accounts payable reporting for management and Board Members.</p> <p>Reduce excessive service costs by analysis of data, which is electronically reported on a timely basis (i.e. units of service and unduplicated persons count) entered into Oregon Access.</p> <p>Provide Access and Client Assessment and Planning System (CA/PS) training when training are available through SPD).</p>	<p>Monthly</p> <p>Ongoing</p> <p>Ongoing (as available)</p>	
A. Administrative (Continued)	<p>Improve staff morale and retention of staff.</p>	<p>Lead MCOA&CS Team toward quality performance by consistently improving services and providing staff training opportunities.</p>	<p>Review position descriptions to assure that position descriptions agree with actual duties and ensure that basic computer skills are a requirement for new employees.</p> <p>Development and implementation of staff orientation and training plans that are program specific.</p> <p>Update Personnel Policies including revision of various benefits and salary schedules.</p>	<p>Annually as needed.</p> <p>Annually with updates as needed.</p> <p>Annually</p>	

Type	Goal	Objectives	Activities	Target Date	Outcomes Accomplishments
A. Administrative (Continued)		Ensure that staff are motivated, well managed and empowered to improve continually through training and positive teamwork.	<p>Implement employee performance appraisals including performance goals on an annual basis.</p> <p>Train all staff in the skills and capabilities they need to meet their performance goals.</p> <p>Practice two-way communication, top down and bottom up, through all available media via weekly meetings which encourage teamwork and staff communication.</p>	<p>Annually</p> <p>New employee orientation with the ongoing training.</p> <p>Ongoing</p>	
A. Administrative (Continued)			<p>Open-door policy: encourage individuals to discuss day-to-day problems as they arise.</p> <p>Hold regular meetings with team members to assure progress and problem solving.</p> <p>Develop a staff retention plan.</p>	<p>Ongoing</p> <p>Weekly and/or monthly.</p> <p>Annual updates as needed or required.</p>	
B. Advocacy	Act as a spokesman for older person by articulating and promoting the interest and needs of the elderly of Malheur County.	Provision of responsibilities as defined in the Older Americans Act (i.e. monitoring, evaluating, and commenting on issues related to community or state actions which affect older persons).	Attend public meetings at the local and state levels as time and funding allow.	Ongoing	

Type	Goal	Objectives	Activities	Target Date	Outcomes Accomplishments
B. Advocacy (Continued)			Encourage state and local public officials, citizens' organizations, advocacy groups and policy making boards to improve seniors' accessibility to right benefits, entitlements and services that promote dignity and independence.	Ongoing	
C. Coordination	Develop and maintain a comprehensive, coordinated service delivery system coordinating with other supportive Federal, State, local or private programs.	Coordinate and link services with out community partners including, but not limited to integration with DHS Services delivery areas, to ensure a continuum of care which meets senior's needs.	Ongoing planning and staffing with partners to support common service.	Ongoing	
D. Development	Strengthen Information and Assistance Services for low-income; culturally diverse, frail and older individuals with disabilities; and rural seniors to comply with State and Federal standards.	Coordinate with other community service providers to enhance information and assistance services and to increase access to Information and Assistance Services for low-income, culturally diverse and rural individuals.	<p>Interagency planning and referrals.</p> <p>Obtain and publicize a toll free I&A telephone number (1-866-889-7651)</p> <p>Provision of bilingual Information and Assistance Services (I&A).</p> <p>Development of an I&A Program operating manual including recording and follow-up procedures to ensure quality services provision; and State and Federal standards.</p> <p>Development of I&A program brochures and press releases.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing and updated as needed.</p> <p>Ongoing</p>	

Type	Goal	Objectives	Activities	Target Date	Outcomes Accomplishments
	<p>Support Family Caregivers</p>	<p>Improve and expand the provision of services available under the</p> <p>National Family Caregivers Support Program.</p>	<p>Coordinate with LifeSpan Respite and other health and/or service providers to develop, purchase and distribute caregiver information, training tools and programs to expand local care giving services.</p> <p>Obtain consultation services to provide training on the National Family Caregiver Program.</p> <p>Develop and implementation of a plan to provide National Family Caregiver Program Services.</p> <p>Continue development and provision of: Powerful Tools for Caregiving” classes to caregivers.</p> <p>Development of a program operating manual.</p> <p>Development of tools to track and report services provided through National Family Caregiver Program Funding.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Three times per year or as needed.</p> <p>Ongoing</p> <p>Ongoing</p>	
	<p>Expand Disease Prevention, Health Promotion Services and Medication Management to older individuals with special emphasis to older individuals with disabilities.</p>	<p>Coordinate with the aging and health networks in developing education campaigns and provision of education regarding successful aging, wellness, disease prevention and</p>	<p>Coordinate and plan with senior advocates to conduct and plan health promotion and disease prevention education at the senior centers; to seniors receiving home delivered.</p>	<p>Ongoing</p>	

Type	Goal	Objectives	Activities	Target Date	Outcomes Accomplishment
		<p>medication management services for seniors.</p>	<p>meals; through the congregate mealsites and in the community</p>		
<p>D. Development (Continued)</p>	<p>Strengthen and improve the accessibility and Provision of Oregon Project Independence in-home services to frail and older individuals with disabilities to enable them to live independently in their own homes (i.e. case management, homemaker, personal care, assisted transportation/escort and/or respite care).</p>	<p>Work with the aging network to raise awareness about the problems of high prescription and medication costs for senior. Provision of local Oregon Project Independence (OPI) services in compliance with the OPI Administrative Rules.</p>	<p>Assist seniors and/or caregivers in applying for or accessing financial assistance through Medicaid.</p> <p>Develop and maintain an OPI operating manual.</p> <p>Stabilize staffing in the OPI Program through efforts described in Section III-4, pages 8, 9 and 10.</p> <p>Provide CA/PS and case management training through SPD and other resources.</p> <p>Develop and maintain tools to adequately electronically track the CA/PS data, case management services, home maker care, personal care and assisted transportation services.</p> <p>Monitor client fees and service authorizations to assure required documentation and that OPI services are properly implemented and monitored.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing (as available from SPD)</p> <p>Ongoing</p> <p>Ongoing</p> <p>Monthly and annually.</p>	

Type	Goal	Objectives	Activities	Target Date	Outcomes Accomplishments
			<p>“Desk Monitor” the OPI subcontracted services monthly and perform an annual site monitoring review with contractor and clients.</p>	<p>Monthly and annually</p>	
<p>E. Public Outreach/Education</p>	<p>Strengthen public outreach/education efforts to identify groups eligible for assistance under the Older Americans</p>	<p>Provide public outreach/education to groups of colder individuals residing in rural areas, with the greatest economic and social need, severe disabilities; limited English speaking ability and or those with Alzheimer’s or related disorders.</p>	<p>MCOA&CS staff received referrals from information and referral telephone services, senior center focal points, community agencies such as hospitals, home health agencies, physicians, Seniors and People with disabilities and other in the community.</p> <p>The Senior Services Staff and/or Nutrition Specialist provide direct public outreach/education services, one-on-one contact with senior groups as needed.</p> <p>Referrals from public contacts are provided to the Senior Services Staff and/or Nutrition Specialist for follow-up and assessment of need, eligibility for services, and referrals and/or assistance as needed.</p> <p>The Senior Services Staff and/or Nutrition Specialist provide public outreach services, contacts with senior groups (i.e. press releases, in person interviews , presentations/speeches to groups and organization s, etc., as needed. Bi-lingual staff will be available and pamphlets and brochures will be provided in English and Spanish.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

Type	Goal	Objectives	Activities	Target Date	Outcomes Accomplishments
	<p>Increase participation of low-income, culturally diverse and rural individuals in the Older Americans Act, OPI, Low Energy Assistance and other community services provided by MCOA&CS.</p>	<p>Coordinate with other community service providers to enhance Information and Assistance services for low income, culturally diverse and rural individuals.</p>	<p>The MCOA&CS Low Income Energy Assistance Program Staff and AARP Income Tax preparation volunteers stationed at other locations in the community will be encouraged to provide outreach assistance to senior citizens and to individuals in the community and via home visits, (i.e. provision of MCOA&CS brochures and pamphlets and or flyers) (Note: MCOA&CS schedules appointments for tax preparation assistance for AARP).</p>	<p>Ongoing</p>	
<p>Media advertising and presentations to local senior groups, civic groups and community organizations will be scheduled.</p>			<p>Ongoing</p>		
<p>Distribute Public Outreach/Education and bilingual services through brochures, radio, minority churches, bilingual staff, government offices, physicians, newspapers and other community organizations.</p>			<p>Ongoing</p>		

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.

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, Title XVI, XVIII, XIX, and XX of the Social Security Act, Housing & Community Development Act. Workforce Investment Act. etc.)

The Malheur Council on Aging & Community Services has served as the Area Agency on Aging and as the “undesigned” Community Action Agency for the Malheur County residents since October 1975.

Services provided by MOCA&CS which are funded from state and federal funds not included in the E-1 budget or described by a III D-2 form are listed below. Please note that the following federal and state grants/contracts serve eligible low-income senior citizens and/or the general public.

<u>Service</u>	<u>Source of Funding</u>
Nutrition Fundraising Special Fund**	Local fundraising for home-delivered meals and congregate meals
Special Transportation Services**	Oregon Public Transportation Funds (STF Funding) allocated through Malheur County and program income generated from fees for services (i.e. fares) and/or contracts (serves senior citizens and the disabled)
SRT Malheur Express Services	With Oregon Public Transportation Funding, MCOA&CS provides a number of transportation options including demand response/ADA service and the Vale/Nyssa Commuter route. The route is open to the general public, and provides transportation access for seniors who live in Vale and Nyssa the ability to attend fitness class, shopping, social events, congregate meal sites, and medical appointments in the cities of Vale, Nyssa and Ontario.

5311 Snake River Transit Routed Service SRT is the rural fixed route transportation services (and

complimentary demand response, including para-transit) that provides services that meet the needs of the general public (including seniors and disabled) transportation needs of our region.

Service

Source of Funding

Service

Source of Funding

Sierra Vista Apartments Affordable Housing for low income farm workers residing in Malheur County (tenancy is available to farm workers on a priority basis); the general public is eligible if vacant units cannot be rented to farm workers

Management fees; originally funded through HOME funding; Federal Low Income Tax Credits; State Farm Worker Tax Credits; Trust Funding; Federal Home Loan Bank Loan; Oregon Rural Rehabilitation Loan and Conventional Financing. This 41 unit affordable housing complex is owned by the Malheur Council on Aging & Community Services and managed by the Housing Authority of Malheur County.

****Other funds received are noted on IIIE-1 and OOOE-4 (i.e. Special Transportation Grant; Senior Congregate and MOW local fundraising; private donation/fundraising; Oregon Food Bank;**

PLAN & SERVICE DEVELOPMENT

**PUBLIC HEARINGS
CONTRACTED SERVICES**

SECTION C-1: PUBLIC HEARING COMMENTS

The Area Agency on Aging & Community Services is required to conduct at least one public hearing on the planned content, planned services, goals, objectives, etc., prior to submittal of the plan for State review and acceptance (OAA 306 (a)(6)). Consistent with CFT 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).

<u>Location</u>	<u>Date</u>	<u>#Attending</u>	<u>#60+</u>
Nyssa Senior Center	August 6, 2007	13	13
Vale Senior Center	August 8, 2007	11	10
Malheur Council on Aging – Ontario	August 9, 2007	1	0

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. *Information and funding allocations included in the Area Plan Overview were reviewed. There were no objections to the material presented from those in attendance at the hearing.*

There were no comments from those in attendance at the Nyssa Public Hearing.

Seniors at the Vale Public Hearing made the following comments:

1. Transportation costs were too high.
2. Need Meals on Wheels delivery outside Vale City limits.
3. Need a transportation driver for Vale.
4. Pay one fee for transported trip not for every stop.

There were no seniors in attendance at the Ontario Public Hearing and no comments were made.

3. Were any changes made to the plan based on the public hearing comments. If yes, briefly describe. No.



MALHEUR COUNCIL ON AGING & COMMUNITY SERVICES

842 S.E. 1st AVENUE P.O. BOX 937

ONTARIO, OREGON 97914

(541) 889-7651 FAX (541) 889-4940

Toll Free 1-866-7651

Grow old along with me!

The best is yet to be.

The last of life for which the first was made.

-Robert Browning

PUBLIC HEARING NOTICE

The Malheur Council on Aging and Community Services will hold Public Hearings on their Area Plan at the following times and locations:

Nyssa Senior Citizens Center, 316 Good Avenue, Nyssa, Oregon 97913 at 1:00 p.m. to 2:00 p.m. on Monday August 6, 2007;

Vale Senior Citizens Center, 182 Cottage Street, Vale, Oregon 97918 on Wednesday, August 8th, 2007 from 1:00 p.m. to 2:00 p.m.;

Malheur Council on Aging & Community Services, Library Room, 842 SE 1st Avenue, Ontario, Oregon 97914 at 1:30 p.m. to 2:30 p.m. on August 9, 2007.

The Area Plan contains proposed programs for elderly persons of Malheur County for the period of January

1, 2008 through June 30, 2011. These programs deal with objectives in the areas of Nutrition, In-Home Services, Outreach, Information and Assistance, Transportation, National Family Caregivers (Respite), Wellness Education, Case Management, Medication Management, and other services funded under Title III of the Older Americans Act and Oregon Project Independence.

This hearing is held to allow all interested persons to review these proposed programs for the coming 4 years and to make recommendations for additions, deletions or modifications to those programs.

**Publish: Malheur Enterprise July 25, 2007
August 1, 2007**



MALHEUR COUNCIL ON AGING & COMMUNITY SERVICES

842 S.E. 1st AVENUE P.O. BOX 937
ONTARIO, OREGON 97914
(541) 889-7651 FAX (541) 889-4940
Toll Free 1-866-7651

Grow old along with me!
The best is yet to be.
The last of life for which the first was made.

-Robert Browning

PUBLIC HEARING NOTICE

The Malheur Council on Aging and Community Services will hold Public Hearings on their Area Plan at the following times and locations:

Nyssa Senior Citizens Center, 316 Good Avenue, Nyssa, Oregon 97913 at 1:00 p.m. to 2:00 p.m. on Monday August 6, 2007;

Vale Senior Citizens Center, 182 Cottage Street, Vale, Oregon 97918 on Wednesday, August 8th, 2007 from 1:00 p.m. to 2:00 p.m.;

Malheur Council on Aging & Community Services, Library Room, 842 SE 1st Avenue, Ontario, Oregon 97914 at 1:30 p.m. to 2:30 p.m. on August 9, 2007.

The Area Plan contains proposed programs for elderly persons of Malheur County for the period of January 1, 2008 through June 30, 2011. These programs deal with objectives in the areas of Nutrition, In-Home Services, Outreach, Information and Assistance, Transportation, National Family Caregivers (Respite), Wellness Education, Case Management, Medication Management, and other services funded under Title III of the Older Americans Act and Oregon Project Independence.

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**Publish: Argus Observer: July 18, 25, 2007
August 1, 2007**

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 contract to community services provider to 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 American Act, NSIP and OPI funds. Do not include contracts to provide services to Medicaid clients in this section.

CONTRACTOR (Names, address and contact person)	SERVICE AND MATRIX #	TOTAL FUNDS
Snake River Correctional Institute 777 Stanton Blvd. Ontario, Oregon 97914 1-541-881-5000	Home Delivered Meals #4 and Congregate Meals #7	Meal preparation and service: \$2.00 per meal for congregate meals and \$2.75 per meal for home delivered meals
Vale Senior Citizens Center, Inc. 182 Cottage Street South Vale, Oregon 97918 1-541-473-2005	Home Delivered Meals #4 and Congregate Meals #7	Lease of \$225 per month for rent to utilize Vale Senior Citizens Center as a Senior Mealsite
Nyssa Senior Citizens Center, Inc. 316 Good Avenue Nyssa, Oregon 97913 1-541-372-5660	Home Delivered Meals #4 and Congregate Meals #7	Lease of \$225 per month for rent to utilize Nyssa Senior Citizens center as a Senior Mealsite.
Assisting Hands 5700 E. Franklin RD. Suite 105 Nampa, ID. 83687 541-889-0424	Home Care #2 Personal Care #1 Respite Care # 30-1	\$16 per hour
Sage Council of Governments 25 West Idaho Weiser, Idaho 83672 1-208-54*-2411	Home Delivered Meals #4	Meal preparation and Service: \$4.00 per meal*****

Malheur County Transportation Service 842 SE 1st Avenue Ontario, Oregon 97914 1-541-881-0000	Transportation #10	\$1300 Transportation to meal sites and exercise classes
Seniors and People with Disabilities 500 Summer Street NE Salem, Oregon 97310	Transportation #10	Cost per ride
Oregon Law Center Corporation 444 SW 4th Avenue Ontario, Oregon 97914	Legal Services #11	\$1977.96

******* The contracted unit rate for congregate and home delivered meals may be increased to meet actual expenses prior to June 30th of each fiscal year.**

*******Contract initiated in October 2007 to serve homebound seniors meals on located in Annex, Oregon (located across the river from Weiser Idaho).**

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
	<i>CLUSTER 1 REGISTERED SERVICES</i>		
1	Personal Care __ OAA <input checked="" type="checkbox"/> OPI	1 Hour of Service	<input checked="" type="checkbox"/> Contracted __ Waiver Request to Self Provide __ no provider __ cost efficient
1a	Personal Care – CEP (Client Employed Provider)	1 Hour of Service	
2	Homemaker __ OAA <input checked="" type="checkbox"/> OPI	1 Hour of Service	<input checked="" type="checkbox"/> Contracted __ Waiver Request to Self Provide __ no provider __ cost efficient
2a	Homemaker – CEP	1 Hour of Service	
3	Chore	1 Hour of Service	
3a	Chore – CEP	1 Hour of Service	
4	Home Delivered Meals <input checked="" type="checkbox"/> OAA <input checked="" type="checkbox"/> OPI	1 Meal Delivered	<input checked="" type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide __ no provider __ cost efficient
5	Adult Day Care/Health	1 Hour of Service	
6	Case Management – OPI <input checked="" type="checkbox"/> OAA <input checked="" type="checkbox"/> OPI	1 Hour of Service	<input checked="" type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide __ no provider __ cost efficient
	<i>CLUSTER 2 REGISTERED SERVICES</i>		
			<input checked="" type="checkbox"/> Contracted

7	Congregate Meals <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Eligible Meal	<input type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
8	Nutrition Counseling	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 Community Service Referral
9	Assisted Transport/Escort	1 One-Way Trip	<input checked="" type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
<i>CLUSTER 3 NON-REGISTERED SERVICES</i>			
10	Transportation <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 One-Way Trip	<input checked="" type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
11	Legal Assistance <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input checked="" type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
12	Nutrition Education	1 Session	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
13	Information & 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 type="checkbox"/> cost efficient
15	Information to Caregivers <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 type="checkbox"/> cost efficient
16	Assistance in Gaining Access to Caregiver Services	1 Contact	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide

	<input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI		<input type="checkbox"/> no provider <input type="checkbox"/> cost efficient	
	OTHER SERVICES			
	Administrative Services			
20-1	Administration OAA and OPI <input checked="" type="checkbox"/> OAA <input checked="" type="checkbox"/> OPI		<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient	
20-2	AAA Advocacy <input checked="" type="checkbox"/> OAA <input checked="" type="checkbox"/> OPI		<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient	
20-3	AAA Program Coordination		<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient	
20-4	AAA Program Development <input checked="" type="checkbox"/> OAA <input checked="" type="checkbox"/> OPI		<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient	
20-5	Training		Self Provide with Manuals	
20-9	Medicaid Services OAA <input type="checkbox"/> OPI			
	SERVICES WHICH ADDRESS FUNCTIONAL LIMITATIONS			
30-1	Home Repair/Modification	1 Client Served		
30-2	Home Health	1 Home Visit		
30-3	In-Home Volunteers	1 Hour of Service		
30-4	Respite <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Hour of Service	<input checked="" type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient	
30-5	Respite - CEP	1 Hour of Service		
30-6	Support Groups for Caregivers	1 Caregiver Served	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide	

			<input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
30-7	Supplemental Services to Caregivers <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Caregiver Served	<input checked="" type="checkbox"/> Contracted (as needed) <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
	<i>SERVICES WHICH MAINTAIN HEALTH</i>		
40-2	Exercise/Physical Fitness	1 Session	<input checked="" type="checkbox"/> <u>Contracted</u>
40-3	Wellness Education <input checked="" type="checkbox"/> OAA <input type="checkbox"/> OPI	1 Session	<input type="checkbox"/> Contracted <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
40-4	Mental Health Counseling	1 Hour of Service	
40-5	Medical Equipment	1 Client Served	<input checked="" type="checkbox"/> Contracted (as needed) <input checked="" type="checkbox"/> Waiver Request to Self Provide <input type="checkbox"/> no provider <input type="checkbox"/> cost efficient
40-8	Registered Nurse Services	1 Hour of Service	
40-9	Medication Management <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 type="checkbox"/> cost efficient
	<i>SERVICES WHICH PROTECT ELDER RIGHTS</i>		
50-1	Guardianship/Conservatorship	1 Client Served	
50-2	Protective Service	1 Client Served	
50-3	Elder Abuse Awareness	1 Activity	<input type="checkbox"/> Contracted

	<u>X</u> OAA ___ OPI		<u>X</u> Waiver Request to Self Provide ___ no provider ___ cost efficient
50-4	Crime Prevention/Home Safety	1 Activity/Visit	<u>X</u> Waiver Request to Self Provide
50-5	Long Term Care Ombudsman	1 Client Served	
	<i>SERVICES WHICH PROMOTE SOCIALIZATION AND PARTICIPATION</i>		
60-1	Recreation	1 Activity	<u>X</u> Waiver Request to Self Provide
60-3	Reassurance <u>X</u> OAA ___x OPI	1 Call	<u>X</u> Contracted <u>X</u> Waiver Request to Self Provide ___ no provider ___ cost efficient
60-4	Volunteer Opportunities	1 Placement	<u>X</u> Waiver Request to Self Provide
60-5	Interpreting/Translation	1 Session	___ Contracted <u>X</u> Waiver Request to Self Provide ___ no provider ___ cost efficient
	<i>SERVICES WHICH ASSURE ACCESS AND COORDINATION</i>		
70-2	Counseling	1 Hour of Service	
70-2a	Counseling for Caregivers	1 Client Served	
70-5	Newsletter	Number Distributed	<u>X</u> Contracted <u>X</u> Waiver Request to Self Provide ___ no provider ___ cost efficient
70-6	Gatekeeper Training	1 Session	

70-7	Placement Services	1 Referral	
70-8	Private Case Management	1 Case	
70-9	Caregiver Training <u>X</u> OAA ___ OPI	1 Client Served	___ Contracted <u>X</u> Waiver Request to Self Provide ___ no provider ___ cost efficient
70-10	Public Outreach/Education <u>X</u> OAA ___ OPI	1 Contact	___ Contracted <u>X</u> Waiver Request to Self Provide ___ no provider ___ cost efficient
	<i>SERVICES WHICH SUPPORT OTHER GOALS/OUTCOMES</i>		
80-1	Senior Center Assistance	1 Center Assisted	
80-2	Employment Assistance	1 Client Served	
80-3	Utility Assistance	1 Client Served	
80-4	Financial Assistance/Material Aid	1 Client Served	
80-5	Money Management	1 Client Served	
80-6	Center Renovation/Acquisition	1 Center Acquired/Served	
80-7	Housing Assistance	1 Client Served	<u>X</u> Waiver Request to
90-1	Volunteer Services	1 Hour of Service	<u>X</u> Waiver Request to Self Provide

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.**

Initial information is collected on a NAPIS form during the first contact with the client (via telephone or in person). A date is set for the Staffcase staff to make a home visit to assess further needs of the client no later than 1 week from the first contact on a case by case basis.

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

Eligible clients will be served through referrals from local agencies such as hospitals, nursing homes, health care providers, seniors and Seniors and People with Disabilities, etc.

Client assessment and determination of services shall be initiated by the Senior Services Staff and based on each clients financial information, age (60+) or disability (age 19-59 when State dollars become available), functional assessment, medical and social need for services with highest priorities receiving services first. Eligibility will be determined by the CA/PS form input into Oregon Access. Assessment will be done on a yearly basis or sooner if warranted.

- c. Describe how eligibility will be determined.**

Client eligibility will be determined by home visit assessment, financial, physical, medical, functional assessment, age (60+), disability age (19-59 when State dollars become available) and social needs for services and/or be diagnosed with Alzheimer's Disease or a related disorder, and not be receiving financial assistance or Medicaid, except Food Stamps, Qualified Medicare Beneficiary or Supplemental Low Income Medicare Beneficiary Programs and meet the requirement of the Long-Term Care Services Priority rule, OAR 411, Division 015. Information will be entered from the CA/PS form into Oregon Access.

The Staffcase staff will interview each client and determine eligibility. The amount of assistance provided will be based on the needs of each individual client. The CA/PS from will be completed for each client. The information will be entered into Oregon ACCESS and in the Client Assessment tab.

- d. Describe how the services will be provided.**

Client services will be based upon the needs assessment, home visit, financial, physical, medical, function, and social needs for services as determined by CA/PS eligibility entered into Oregon Access and according to the fee schedule as

established by Oregon Department of Human Services Seniors and People with Disabilities. Upon determination of eligibility a care plan may be written. MCOA&CS currently contracts with Assisting Hands to Provide direct client services. RFQ and RFP requests for other providers will be published in the first year of this Area Plan.

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

Malheur Council on Aging & Community Services policies are in accordance with the State of Oregon Department of Human Services Division, Oregon Administrative Rules, Chapter 411, Division 032 Oregon Project Independence. Eligible clients shall receive authorized services on a service priority basis, with SPD levels 1-18 receiving OPI services, Level 1 receiving priority services, to the lower level of need number 18, according to OPI regulations. Priority for authorized services shall be to maintain clients already receiving authorized service as long as their condition indicates the service is needed. New clients are placed on a waiting list and will be added as funding allows. The AAA directors have agreed on a standardized risk assessment form to use in prioritizing OPI service delivery. Those at highest risk will receive services before those at higher risk. This is a new system still in the development stage.

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

Malheur Council on Aging & Community Services in accordance with Department of Human Service Senior and People with Disabilities shall follow the procedures as outlined in the accepted Grievance Procedures established by the State of Oregon. Forms will be made available to the client upon request. Denial of service will be based upon a change in client's needs or yearly review upon placement of information into Oregon ACCESS in the Client Assessment table.

Upon the completion of the annual assessment, if it is determined that a reduction in benefits is warranted or client is deemed no longer eligible for benefits, notification will be sent through the United States Postal Service informing client of ineligibility or reduction in services. Client will be given a 30 day notice and informed of the grievance procedure under the MCOA&CS Grievance Procedure and ORS Chapter 183.

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

Malheur Council on Aging & Community Services in accordance with the State of Oregon Department of Human Services Division, Oregon Administrative Rules, Chapter 411, Division 032 Oregon Project Independence as defined in ORS Chapter 183 shall notify client of their right to grieve adverse eligibility and/or service determination decisions or consumer complaints and make available to client all forms to be completed. The Senior Services Staff will review with client documents showing dates and times of services. If client is not satisfied and wished to file a grievance, forms will be made available to them and assistance will be given if requested.

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

Malheur council on Aging and community Services is working with Directors of Oregon Association of Area Agencies on Aging and Disabilities on the development of a standardized sliding fee scale and will adopt standards developed.

Fee billing will be completed by the contractor at the end of the month following service provision with invoices mailed to clients. Each month hours of service will be entered into Oregon ACCESS. The Contractor will include a summary of program income mailed and received for each OPI client with their monthly billing to MCOA&CS. Fees for service shall be used to expand services under Oregon Project Independence.

- 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.**

The contractor will notify the MCOA&CS Senior Services Staff that the client is more than 60 days in arrears. A letter, requesting payment and including information for the client regarding the right to grieve adverse eligibility of service, determination, or consumer complaints, will be sent to the client from MCOA&CS. If there is no response, a second notice will be sent stating that services will be discontinued if the invoice is not paid within 14 days from the date of the letter. If there is still no response, services will be discontinued. The MCOA&CS Senior Services Staff will personally visit the client to make sure that they understand the proceedings and to insure that they are mentally able to comprehend the situation. If client is found incapable of understanding the request for payment the immediate family will be contact and/or referred to the appropriate agency. The decision to terminate Oregon Project Independence services for non-payment of assessed fees for service shall be the responsibility of MCOA&CS and will be in compliance with the OPI Administrative Rules.

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

Services will be administered through a contract with a service provider. The OPI Senior Services Staff will be responsible for monitoring and evaluating the Services provided under this contact. Contact with clients to ensure the services are being provided and proper treatment of the client is taking place will be completed no less than annually, with frequent visits and phone contact encouraged. The contactor, a Home Health Agency shall meet the standards and requirements of OPI Administrative Rules.

