South Alabama Regional Planning Commission

Area Plan on Aging
Fiscal Years 2018 – 2021

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AREA PLAN ON AGING 2018-2021

SOUTH ALABAMA REGIONAL PLANNING COMMISSION

SECTION I: EXECUTIVE SUMMARY

The South Alabama Regional Planning Commission (SARPC) was designated by the State of Alabama and the Alabama Department of Senior Services as the Area Agency on Aging for Region 8, comprised of Baldwin, Escambia and Mobile counties in Alabama, and the grantee for funds from the Older Americans Act in 1972. The Area Agency on Aging (AAA) is the central advocate for the 127,054 persons 60 years and older (2010 US Census) in Region 8 and functions as an umbrella agency for services to older persons by assessing identified needs and available resources; planning; and coordinating comprehensive service delivery systems; pooling resources; and providing certain services or contracting with sponsors in the community for priority services.

The Mission of the Area Agency on Aging is to promote the dignity and independence of older persons by serving as an advocate for older people, and by overseeing the development of a comprehensive and coordinated system of care that is responsive to the needs and preferences of older people and their family caregivers. The AAA carries out its mission by working with the Alabama Department of Senior Services, regional and central Administration on Community Living and Administration on Aging offices, and the aging network. The AAA works with the Councils on Aging in Baldwin and Escambia Counties and local governments and communities in Region 8 to provide accessible focal points for aging services. SARPC anticipates contracting with an average of 45 agencies for Title III services.

Services provided through Older Americans Act funds include a comprehensive Aging and Disability Resource Center which provides information and assistance, benefits screening and assistance, options counseling and short term case management for older adults and caregivers in the region. Funded local aging services includes 27 senior nutrition centers and one multipurpose senior center, which include the provision of nutrition, transportation, recreation, outreach, information and referral, friendly visiting, and public education services along with home delivered meals. Other home and community based/long term supportive services include transportation, homemaker, adult day care, companion and caregiver services. Caregiver services including respite care, caregiver information, counseling and assistance, Caregiver Colleges, to include an annual Grandparents as Parents Caregiver College, and an Alzheimer’s–Dementia Helpline. Respite services include adult day care, an Alzheimer’s Day Care option, in-home care, or temporary care in a facility. SARPC serves as the largest volunteer station for the Senior Companion Program, expanding available in-home respite. Consumer choice is offered through service options which allow older individuals and persons with disabilities to hire their own workers through the Alabama Respite Network, Personal Choices/ Cash and Counseling Medicaid Waiver program, Gateway to the Community, and through SARPC’s Mature Staffing Services. Significant enhancements in consumer choice and person centered services are anticipated through the Area Agency on Aging’s participation in the Medicaid Integrated Care Networks for long term service and supports.

Elder rights services include the provision of Legal Counseling for older adults, the Long Term Care Ombudsman program for residents of nursing homes and assisted living facilities, the Mobile County Volunteer Guardian Program, and dissemination of information provided by the Alabama Council for the Prevention of Elder Abuse. Seminars are provided on elder rights, abuse and exploitation, frauds
and seams, and Medicare Fraud. Help understanding available benefits, including screening, application assistance, and benefits counseling is provided by the State Health Insurance Program, SenioRx prescription assistance, Ozanam Charitable Pharmacy, Tax Counseling for the Elderly, the Aging and Disability Resource/Benefit Enrollment Centers, and through the Senior Hunger SNAP food assistance outreach program.

Health promotion services include evidence based health education, specifically offered are the Chronic Disease Self-Management Program and A Matter of Balance fall prevention. SARPC hosts the Gulf Coast Masters Games and Senior Expos to promote active lifestyles and access to health services and partners with senior centers throughout the region. Likewise the State Health Insurance Program helps disseminate information on the preventative benefits available under Medicare.

Disaster services are an integrated part of operations at the Area Agency on Aging, with staff working at Disaster Recovery Centers after events such as spring floods, the gulf oil spill and hurricanes. SARPC does an annual staff training on its disaster plan, and our RSVP program also recruits volunteers to work with the American Red Cross and our agency to help provide emergency preparedness education, and staff support after a disaster, including manning Disaster Recovery Centers when they remain open for long periods of time.

Volunteers also expand services available through the State Health Insurance, Long Term Care Ombudsman programs, and are the main source for instructors for the evidence based health promotion programs, the Volunteer Guardian Program and Tax Counseling for the Elderly. Volunteers provide companionship services through the Senior Companion Program and perform outreach for the Area Agency on Aging programs. SARPC holds an annual Legacy Leadership Institute for Older Adults each spring, and these community volunteers, along with the Mobile County RSVP, and SARPC’s South Alabama RSVP serving Baldwin and Escambia Counties, are a significant resource to expand services in the PSA. Volunteer programs also offer rewarding experiences that promote civic engagement and a healthy active lifestyle.

New directions and changes over this plan period recognize the large increase in older adults over the last decade, the continued growth, and the significant growth that is occurring in Baldwin County, the demand for long term services and supports, the changing landscape of LTSS service provisions under Medicaid, and the unique needs of veterans. Initiatives include 1) goal of contracting with the VA to provide Veterans Directed Home and Community Based Services; 2) improving the ability of the Aging and Disability Resource Center to screen veterans and their families for benefits and make warm referrals to local Veterans Affairs offices of those highly likely for VA benefits; 3) enhance the provision of long term services and supports and caregiver services with SARPC obtaining accreditation through the National Council for Quality Assurance, to include Person Centered planning; 4) participating in the development of the Integrated Care Networks and development of HCBS care options, including providing education and promotion of Gateway to Community Living options for Long Term Supportive Services; 5) expanding Title III home and community based services, specifically homemaker services and home delivered meals; 6) expanding caregiver support programs and programs for grandparent caregivers; 7) expanding and improving operations of the Aging and Disability Resource Center, which provides information and referral, benefit screening and application assistance, short term case management, and options counseling for long term care planning and supportive service, to include offering SNAP Outreach and application assistance to address Senior Hunger and financial stability; and 8) expanding evidence based health promotion in the PSA through volunteers. Services are provided in such a way as to satisfy the service needs of older adults with the greatest economic and social needs.
SECTION II: NARRATIVE

Brief History and Overview of the Area Agency on Aging

The South Alabama Regional Planning Commission (SARPC) is designated by the State of Alabama and the Alabama Department of Senior Services as the Area Agency on Aging for Region 8, comprised of Baldwin, Escambia and Mobile counties in Alabama, and the grantee for funds from the Older Americans Act. The Area Agency on Aging was designated and implemented as a work program of SARPC in 1972 and operates within SARPC in cooperation with the Alabama Department of Senior Services and the U.S. Administration on Community Living, and Administration on Aging.

SARPC is a local governmental regional planning commission, officially organized in 1968 and serves Baldwin, Escambia and Mobile Counties. It is one of twelve regional commissions in Alabama as provided for in Act 1126 of the 1969 Alabama Legislature. SARPC is an instrument of local government. It is locally organized and locally controlled. Through communication, planning, policymaking, coordination, advocacy and technical assistance, SARPC serves its member government representatives to discuss and resolve common problems, especially those that transcend political boundaries. The scope of SARPC’s work programs covers a range of activities that includes community and economic development, transportation planning, environmental management, senior employment and the Area Agency on Aging.

The Area Agency on Aging (AAA) is the central advocate for persons 60 years and older in Region 8 and functions as an umbrella agency for services to older persons by assessing identified needs and available resources; planning; and coordinating comprehensive service delivery systems; pooling resources; and providing certain services or contracting with sponsors in the community for priority services. The AAA is a strong and viable entity, capable of advocating for, and providing technical assistance to, persons/agencies concerned with older adults. The AAA serves all persons 60 years and older regardless of circumstances, with a particular, but not exclusive, emphasis on persons in greatest economic and social need, including low income older persons, low-income minority older persons, individuals with limited English proficiency, older persons residing in rural areas, Native American elders, and older individuals at risk of institutional placement. The AAA is committed to advocating for effective coordinated services and benefits for the area’s older citizens.

The Mission of the Area Agency on Aging is to promote the dignity and independence of older persons by serving as an advocate for older people, and by overseeing the development of a comprehensive and coordinated system of care that is responsive to the needs and preferences of older people and their family caregivers. The AAA carries out its mission by working with the Alabama Department of Senior Services, regional and central Administration on Community Living and Administration on Aging offices, and the aging network. The AAA works with the Councils on Aging in Baldwin and Escambia Counties and local governments and communities in Region 8 to provide accessible focal points for aging services.
Current and Future Demographics of PSA Aging and Disability Populations

Description of the Planning and Service Area

According to the 2010 U.S. Census approximately 127,054 individuals over age 60 resided in Mobile, Baldwin and Escambia County, or about 13.6% of the State of Alabama's elderly population lives in SARPC's PSA. Those ages 60 and older comprise 20% of the population in SARPC's region, while those of this age group comprise 17.3% of Alabama's population. African American elders have notably higher rates of poverty, especially women, with African American women consistently having between 23-28% poverty rates, increasing as these women age to 28% for those ages 75 and older. Approximately 79% of the elderly population in the region is Caucasian, 21% are minority, primarily African-American. Of the .2% other minorities, the major groups are Vietnamese, Cambodian, Laotian, Hispanic and Native American Indians. Low income minority populations are concentrated in the City of Mobile and City of Prichard in Mobile County. Mobile County also has the largest non-English speaking Asian population in the PSA, concentrated in Bayou la Batre and surrounding communities, while the Native American population is centered in the Atmore area in Escambia County and Mt. Vernon area in north Mobile County. In 2012, the average life expectancy was 78 in the U.S., 75.6 in Alabama, 78.8 in Baldwin County, 74.1 in Escambia County, and 74.8 in Mobile County.

Maps in the appendix highlight concentrations of older adults and low income, minority, and disabled adults in the PSA, with the highest numbers found in the larger cities in the region. All counties in the PSA experienced double digit growth in their 60+ population from 2000 to 2010, with the fastest growth during this period, and projected to continue for the next decade, among the older adult population in Baldwin County. Due to this high growth county, and the urban populations in Mobile County, SARPC now has the largest number of older adults in its PSA as compared to any of the other regional Area Agencies on Aging in Alabama; now surpassing Jefferson County’s population age 60 and over.

Mobile County

Mobile County is the second largest county in the state with a population 412,992 in the 2010 Census. The County seat is the City of Mobile, Alabama’s only seaport. Mobile County is known for its bustling seaport, thriving seafood industry, corn, soybean, pecans, berries, subtropical fruits, crude-oil and natural gas production and growing aerospace and steel industries.

Mobile County has a total area of 1,644 sq. miles of which 1,233 square miles is land and 411 square miles is water. The population density is 335 persons per square mile. Mobile has eleven incorporated cities: Bayou La Batre, Chickasaw, Citronelle, Creola, Dauphin Island, Mobile, Mount Vernon, Prichard, Saraland, Satsuma and Semmes; and there are four unincorporated communities: Eight Mile, Grand Bay, Theodore and Tillman’s Corner.

Baldwin County

Baldwin County was established in 1809, and it is the largest southern county east of the Mississippi River. According to the 2010 Census, the population was 182,265. Baldwin County has experienced rapid growth since the 1990's, and it has remained one of the top three fastest growing counties in Alabama.
The County has a total area of 2,027 square miles, of this 1,596 square miles is land and 431 square miles is water. The population density is 114 persons per square mile. Because of the large land area, Baldwin County has six diverse regions: North, Eastern Shore, Central, South, Southwest and East. The County has 13 incorporated municipalities, ranging in size and density, with a majority of Baldwin County residents living in rural, unincorporated areas. The municipalities are Fairhope, Gulf Shores, Orange Beach, Perdido Beach, Silverhill, Summerdale, Daphne, Foley, Magnolia Springs, Robertsdale, Spanish Fort, and Bay Minette, the county seat. In addition to the municipalities are two towns, Elberta and Loxley. There are also numerous unincorporated communities throughout Baldwin County.

Escambia County

Escambia County was established in 1868, and it has an area of 963 square miles of which 912 square miles is land. According to the 2010 Census, the population was 38,319 with a population density of 42 persons per square mile. There are three cities and three towns in Escambia County: The City of Atmore, City of Brewton, City of East Brewton, Town of Flomaton, Town of Pollard, and the Town of Riverview, population 99. Escambia County includes the Poarch Creek Indian Reservation, the only federally recognized tribe in Alabama.

Throughout Escambia County’s history, the timber and agricultural sectors have been vital to the economic base of the county. Employed persons typically work in manufacturing, retail trade, and education, health, and social service industries. There is a state prison in the county that is also a major employer.

The Poarch Creek Indian reservation and its headquarters are located in western Escambia County. Historically, the tribe has been situated in this locality, maintaining community autonomy separate from the surrounding non-Indian communities. The community of Poarch, the center of tribal activities and the location of tribal headquarters is the namesake of the tribe. The tribal enrollment is 2,208, with 357 elders age 55 or older and of those 266 are 60 or older. It is culturally appropriate for elders to be cared for in or near their own homes by friends and family members.

Characteristics of Region

Needs in the planning and service area reflect the mix of urban, suburban and rural communities in the PSA, with all counties experiencing double digit growth in the 60 and older population over the past 10 years. Mobile County has a large African American minority and low income minority populations with African American older women having the highest poverty rates which range from 23 to 28%; a non-English speaking southeastern Asian populations concentrated in Mobile County with the lower income and isolated Vietnamese, Cambodian and Laotian elders concentrated in Bayou la Batre, comprising a third of Bayou la Batre’s population. The MOWA Band of the Choctaw Indians settled in small 10 small rural settlements along the Mobile and Tombigbee rivers in North Mobile County with the reservation located near Mt. Vernon. MOWA states there are approximately 1,000 tribal elders in their communities in North Mobile and extreme Southern Washington County. Mobile County lacks a rural transportation program, and suburban sprawl has left many elders of advanced age without regular transportation. Mobile and Baldwin Counties are Alabama’s only coastal counties and hurricane preparedness and disaster planning are important due to the unique locations of these counties on the
Gulf of Mexico. Baldwin County is the geographically largest southern county east of the Mississippi, characterized by diverse communities, poverty concentrations in Bay Minette/ North Baldwin County and in the Daphne area; with this traditionally rural county experiencing one of the fastest population growths in the state. There is significant disparity among income levels of long time and rural residents of Baldwin County and those who have retired in the County’s coastal towns on the Eastern Shore and the Gulf. Baldwin County has one of the highest proportions of older adults in Alabama and many retirees in coastal communities have no family nearby. There are fewer community resources for older adults without means to pay for services, with growth in services to older adults seen in fee for service industries and municipal senior recreation centers. Population projections in the region indicate the highest growth in the older adult population occurring in Baldwin County. Escambia County includes the only federally recognized Native American Indian tribe in Alabama, the Poarch Creek Indians, whose growing industries and casino revenue has enabled the Poarch Creek Tribe to greatly expand services available to their tribal elders to include respite services and an assisted living facility. However, rural Escambia County has higher poverty rates among older adults, where most county residents experience fewer services and travel more distance for needed services.

The Alabama Department of Health’s 2012 Health Profile report indicated the leading causes of death in Alabama and the region include heart disease, cancers, stroke, lung diseases, diabetes, and Alzheimer’s disease. Nationally 80% of older adults have at least one chronic condition and half have at least two. Learning how to self-manage a chronic disease is especially important since chronic diseases are responsible for 7 out of 10 deaths every year. Additionally, it is estimated that one in eight people age 65 and older (13%) have Alzheimer’s disease; and with the growing age 80+ population, service demands are increasing. Alzheimer’s disease has become such a common diagnosis among families that fear of losing one’s memory to dementia is the second most cited fear among older adults.

Population charts and maps will be found in Appendix.

Summary of Needs Assessments

Needs were assessed through calls into our Aging and Disability Resource Center for assistance, a public hearing and an-in-house SWOT analysis. The Public Hearing and SWOT analysis can be found in the appendix but can be summarized with the following top issues:

The top needs per call volume into the Aging and Disability Resource Center from the assessment of caller requests are:

- In-home care
- Home delivered meals
- Caregiver assistance, including dementia services
- Financial assistance, most frequent need was assistance with utilities and food
- Transportation assistance
- Legal assistance
- Information on available services
- Assistance understanding benefits
- Financial assistance to include medications, utilities and food
The most requested services through SARPC’s Aging and Disability Resource Center can be categorized as 1) transportation; 2) in-home services including respite care, home delivered meals, homemaker services, caregiver assistance, including dementia care, options counseling for long term supportive services; and 3) financial assistance, including costs for medicines and medical care, food assistance, and determining available resources to pay for LTSS services, Medicaid eligibility and planning, and 4) caregiver supportive services.

Public Hearing indicated a need for:

1. Respite care and caregiver support, including dementia related needs
2. Transportation services
3. Homemaker and in home services to support independent living
4. Food Assistance including SNAP and Farmer’s Market
5. Legal assistance, financial assistance and counseling
6. Health Insurance Counseling and general information and assistance

SWOT Analysis of SARPC’s Area Agency on Aging by AAA Staff

1. Demand outweighs resources
2. Address competition from for-profit companies, i.e. SHIP, benefit assistance, Medicaid Managed Care plans and ICN development
3. Diversify funding streams, business opportunities and private pay
4. Need to increase public relations, social media presence and related outreach
5. Develop Veterans programs

Public Hearing and SWOT documents can be found in the Exhibits.

Challenges and Advantages

Given the marked increases in the numbers of persons over the age of 80 who are at risk of institutionalization and need long term supportive services (LTSS), advocacy and protection; the provision of affordable long term supportive services to help older adults remain in their own homes and community based settings are priority concerns. There is an imbalance with more demand for services than available resources. In the PSA the most significant unmet needs are related to maintaining independence in the home and caregiver support, including dementia services. Home and community based services includes respite, transportation, and in-home long term supportive services such as homemaker services, personal care, shopping assistance, chore and home delivered meals. Priority community services include legal assistance, financial assistance to include the ability to purchase healthy and fresh foods, insurance counseling, and assistance with understanding and/or obtaining benefits. Ombudsman services help safeguard residents’ rights when institutionalized; and more recently play an active role in assisting with community transitions for residents desiring to return home with needed LTSS support. This is also a priority service and SARPC provides Ombudsman services to the approximately 70 nursing and assisted living facilities in its PSA.

There is also a growing realization, due to efforts underway through the Affordable Care Act, and locally through the Healthy Gulf Coast Care Transitions Coalition, of harm caused by unnecessary hospital
readmissions and the need to improve care transitions between the hospital, nursing homes, assisted living facilities and home. There is also a growing acknowledgement of the need for livable communities where elders can walk or have a short commute to get their basic needs met as the population of older adults grows.

Since the recession of 2008, funding by local charitable organizations and at all levels of government, federal, state and local, has been level or reduced to agencies, causing much stress on the social service and safety networks. Local governments are assuming larger shares of program costs due to decreased funding from other areas, while pro rata dues to help support aging programs have been level funded for a decade. As such it is necessary for the Area Agency on Aging to try to diversify its revenue streams and reduce costs to address local needs. SARPC has been very active in obtaining training and participating in committees to build business capacity and non-traditional partnerships such as hospitals, managed care entities and private pay options to allow for the expansion of services to meet the needs of older adults and caregivers. Efforts will be focused on building needed capacity to contract successfully and provide services with the Integrated Care Networks, which are full risk Medicaid LTSS managed care plans, and the Veterans Administration for Home and Community Based Services.

SARPC is an active participant in long term care rebalancing initiatives for Medicaid long term services and supports, both with Gateway to Community Living care transitions from nursing facilities into the community; the Alabama Community Transition Waiver program, and participating in the development of the Alabama Medicaid Agency’s Integrated Care Network (ICN) for long term supportive services. The ICN will provide a managed care vehicle for the Medicaid Waiver programs the Area Agencies on Aging currently operate and Alabama’s nursing facilities. The ICNs would modify the system for long term community based care to facilitate the provision, by service providers, of long term care in home and community based settings, targeting older and disabled adults at risk of long term care placement. SARPC will obtain accreditation from the National Committee for Quality Assurance, with a target date of the Fall of 2018, to position our agency for active roles in the Integrated Care Networks targeted to begin in 2019. NCQA accreditation also includes all staff trained in Person Centered Planning to enhance our ability to provide services that are responsive to the needs and preferences of older individuals and family caregivers.

Closing Statement

Major shifts in agency operations are expected during the 2018-2021 Area Plan period as the Area Agency on Aging participates in national and state trends to provide person centered planning and increase the availability of home and community based services in the community. These efforts to address the preferences and needs of older adults and persons with disabilities reflect a trend to rebalance the long term care system to allow individuals the option to age in place in the community, and prevent or delay institutional placement. SARPC will also work in partnership with the other Area Agencies on Aging in Alabama and the Veterans Administration to offer person centered Veterans Directed IHome and Community Based Services. SARPC will build business acumen and become accredited by the National Committee for Quality Assurance for LTSS to position itself strategically to serve an integral role in the provision of long term care services and supports in the community, and to serve as a No Wrong Door for older persons and persons with disabilities in South Alabama to receive services through our Aging and Disability Resource Center. Additionally, SARPC will continue to explore and develop funding streams that serve to maintain and expand Access to Services, Home and Community Based Services, Caregiver Services, Nutrition Services and Elder Rights in our service area.
SERVICE DELIVERY PLANS

Service Delivery Plan and Goals, Objectives, Strategies and Outcomes

Alignment with U.S. Administration on Community Living and Alabama Department of Senior Services State Plan Strategic Goals and Priority Areas

OBJECTIVES AND STRATEGIES

Goal 1.0: Seniors, people with disabilities, and their caregivers shall have access to reliable information, helping them make informed decisions regarding long-term supports and services.

Objective 1.1: Operate Fully Functioning Aging and Disability Resource Center (ADRC).

Anticipated Outcome: Public will have access to expanded information, referral and counseling services to help them make informed decisions, including phone consultation, in-person consultations, on-line service directories and email communications, social media, and options and benefits counseling.

Strategy: Fully develop Medicaid ADRC services to stabilize staffing, streamline and cross train SHIP, SenioRx, SNAP and Farmer’s Market program, Alabama Cares and Medicaid Waiver intake staff to enhance seamless no wrong door approach for the public. ADRC provides person-centered, streamlined, comprehensive and reliable information that will help individuals and their family caregivers make informed decisions, take steps to manage their own health risks and receive the type of care they choose. The ADRC also provide a vehicle to increase the numbers of older persons and people with disabilities who receive available benefits that allow them to stay at home.

SARPC’s ADRC Coordinator will oversee continuous quality improvement process towards goal of a seamless no wrong door approach and provided needed staff resources. Minimum staffing will include ADRC Coordinator, I & R Specialist, and two options and benefits counselors. ADRC staff will utilize Peer Place case management system to allow for electronic record and referral among SARPC program staff and to provide a record of caller’s needs, waiting lists and follow-up provided by staff. ADRC staff are certified by AIRS (Aging Information and Referral Specialist) and will receive required Medicaid ADRC training provided by ADSS or its contractors, and Person Centered training. State Health Insurance Program, SenioRx, Medicaid Waiver and Alabama Care program staff are available for consultation to support the ADRC. AAA Outreach Coordinator maintains updated website and resource directory and ADRC Coordinator monitors and addresses email inquiries requesting information on services.

Performance Measure: A minimum of 4 AAA staff involved in ADRC operations. All AAA staff involved in ADRC are AIRS certified and have received person centered training. Options counseling provided by dedicated staff. Staff certified by ADSS as applicable for Medicaid ADRC functions.

Person Responsible: Christina Boyington, ADRC Coordinator
Objective 1.2: Strengthen ADRC in the Planning and Service Area through coordination with agency partners and by increasing information available through internet and web based services.

Anticipated Outcome: Partnerships with the Alabama Department of Senior Services, Independent Living Center of Mobile, Mobile 211 and Baldwin 211, Baldwin and Escambia County Councils on Aging, and Veterans Affairs office will be provided to coordinate information to the public on aging and disability resources. Regularly updated www.agesouthalabama.org website will provide current information on aging services in the region and AAA programs, and SARPC will experience a growing AAA Face Book following and utilize other social platforms such as twitter.

Strategy: SARPC employs Website developer to redesign website and train staff on how to update. Outreach Coordinator to keep agesouthalabama.org website updated and provide current information on AAA Face Book page, and provide on-line access to resource listings from the SARPC Directory of Senior Resources. AAA website will be upgraded and modernized. SARPC-AAA will partner with the Independent Living Center, Veterans Affairs, 211 programs, Councils on Aging, ADSS and related agencies to allow for comprehensive access to information. SARPC contracts with Baldwin County and Escambia County to provide Councils on Aging and a local presence for in-person consultation and information and referral, options and benefits counseling.

Performance Measure: SARPC-AAA website redesigned in FY 2018 and updated at least quarterly, resource listing on-line, Face Book page contains regular postings with aging information and events, contracts in place with Baldwin and Escambia Counties for Councils on Aging and information and referral services and related outreach. ADRC staff receives training from local Veterans Affairs office on VA benefits and establishes a warm referral mechanism for veterans and families screened.

Person Responsible: Christina Boyington, ADRC Coordinator and Outreach Coordinator

Objective 1.3: Integrate Benefits CheckUp screening through ADRC and expand economic security counseling to help families and consumers make informed decisions, and access available services and benefits to support independent living and long term care planning.

Anticipated Outcome: Helping people obtain benefits, services and explore available options enables more people to stay at home, or live in a less restrictive environment. The ADRC will address the inadequate information and fragmentation in public programs which often limit one’s access to reliable information about community-based long term care services and supports. This problem is a significant factor in the over-utilization of institutional care, as individuals often believe that they have no other viable option. Estimates from the National Council on Aging of the percentage of persons enrolled in various benefits available to older adults and the disabled nationwide range from 13 to 68 percent, leaving many individuals eligible for benefits they are not receiving. The Benefits CheckUp and financial security counseling will help identifying resources available to support community living and financial security, to include job training and employment opportunities.

Strategy: SARPC’s ADRC staff and Baldwin and Escambia County Councils on Aging will offer Benefits CheckUp (BCU) to callers, to include screening for core benefits such as Medicaid, SSI,
Medicare Savings Programs, Low Income Subsidy, SNAP food assistance, Farmer’s Market program, and SARPC-AAA will continue to build capacity for financial security counseling. SARPC will continue its partnership with the National Council on Aging and the Alabama Department of Human Resources to support robust and effective benefit enrollment, and address senior hunger and access to the Alabama Elderly Simplified Application Project and SNAP. SARPC will operate a SCSEP senior aide program to offer job training and job placement options for older adults needing assistance with employment.

**Performance Measure:** The Benefits CheckUp service will be provided routinely through the ADRC and Baldwin and Escambia County Councils on Aging. BCU services will be reflected in Annual Operating Elements for core benefits such as MSP, LIS, SNAP/AESAP and SenioRx assistance. SARPC will place 24 older adults in Senior Aide job training positions annually and achieve a job placement rate of 20 percent for the allocated Senior Aide slots awarded by ADSS.

**Person Responsible:** Christiana Boyington, ADRC Coordinator, and Terri Pringle, SCSEP director.

**Goal 2.0:** Empower older persons and individuals with disabilities to remain in the least restrictive environment with a high quality of life through the provision of options counseling, home and community-based services, and supports for family caregivers.

**Objective 2.1:** Implement a variety of systems change activities to include consumer-directed strategies and methods to provide increased choice, including the use of person centered and consumer directed services and expanded menu of service options to provide older individuals, persons with disabilities and family caregivers with more options to receive services. Coordinate with the Alabama Department of Senior Services and the Alabama Medicaid Agency to offer the Personal Choices/Cash and Counseling, Gateway to Community Living and Alabama Community Transition programs, providing consumers with more control over the care they receive. Participate in community coalitions to support livable communities in the PSA to help older adults remain independent.

**Anticipated Outcome:** Persons receiving services and caregivers will report greater satisfaction with services, and report receiving more services they want and need when compared to previous service models. This will be reflected in increased units of service received and a wider array of service options selected and accessed. The anticipated outcome is that more people will be able to successfully remain in their own home and maintain independence, with more control over the variety of services they prefer, including selecting their own employees to provide their care, including family and friends.

**Strategy:** SARPC-AAA will offer options for individuals and caregivers to have more control over who they hire and their duties through contracting with the Alabama Respite Network, SARPC’s Mature Staffing Services and offering the Personal Choices/Cash and Counseling Program for the Elderly and Disabled Medicaid Waiver to provide person-centered, consumer directed services under Title III, Title III-E, and the Elderly and Disabled Medicaid Waiver, Gateway to Community Living, and the Alabama Community Transition waiver. SARPC will also contract with the West Alabama Regional Commission and hold a meeting with the Veterans Administration in FY 18 with
the goal of providing Veterans Directed Home and Community Based Services for self-direction for eligible veterans. SARPC will maintain a referral agreement with the Independent Living Center to address the needs of individual with disabilities. SARPC will participate in the Mobile-Baldwin County Livable Communities Coalition.

**Performance Measure:** Two hundred (200) persons will receive person centered and consumer directed services through either the Elderly and Disabled Medicaid Waiver program, Gateway to the Community, Title III, or the Title III-E Alabama Cares Family programs and will be able to hire an employee of their choice through the Personal Choices/Cash and Counseling Program, Alabama Respite or SARPC’s Mature Staffing Services. Contract will be executed with the West Alabama Regional Commission to provide Veterans Directed Home and Community Services for our PSA in FY 18, and a meeting will be scheduled with Veterans Administration in Biloxi to develop a referral protocol to provide self-directed services to eligible veterans. Livable communities’ projects ongoing in Mobile (Village of Spring Hill) and Baldwin Counties (Fairhope).

**Person responsible:** Deanna Williams, Person Choice Counselor, and Della Sanchez, Alabama Care Coordinator, Julie McGee, AAA Director

**Objective 2.2:** Provide nutrition services to older adults most at risk, including those needing a home delivered meal who are not able to cook for themselves or have someone who reliably prepares their meals, those at nutritional risk, older adults who are low income, low income minority, rural or isolated older adults by funding 27 senior nutrition centers and offering a frozen home delivered meal program outside the delivery area of the senior centers in the PSA

**Anticipated Outcome:** Increased food security and nutrition services available to at risk seniors, improving health and enhance the ability of older adults to remain in their own homes.

**Strategy:** Fund 27 local governments and non-profit agencies to operate nutrition centers targeting low income, low income minority, rural, and isolated seniors. Provide frozen door to door home delivered meals to seniors at risk who live in areas not served by a senior center or church home delivered meal program. Provide available liquid nutritional supplements as meal replacements when indicated by medical provider. Provide nutrition education and assist with programs such as Farmers Market vouchers and SNAP and AESAP food assistance. Develop an agreement with a local registered dietician or health system in FY 18 to provide nutrition counseling when requested by eligible participants.

**Performance Measures:** Number of Senior Nutrition Center contracts in place and centers operating, congregate and home delivered meals provided, SNAP applications completed and Nutrition Counseling contract executed.

**Person Responsible:** Susan Broadhead, Nutrition Coordinator

**Objective 2.3:** Provide home and community based services to support older persons and individuals with disabilities ability to remain in their own homes with a good quality of life.
Anticipated Outcome: Delay or prevent nursing home placement and allow residents to remain in their own communities in the least restrictive environment.

Strategy: Contract with an average of 22 providers to provide transportation assistance, information and referral, outreach and provide recreation. Contract with two or more agencies to provide home maker services and prescription assistance.

Performance Measures: AIMS data compared to projections in Annual Operating Element.

Person Responsible: Julie McGee, AAA Director

Objective 2.4: Provide caregiver supportive services to support caregivers of frail older adults, with priority on caregivers of persons with Alzheimer’s disease or dementia; and grandparent/relative caregivers caring for a child with a severe disability, or for children under the age of 18.

Anticipated Outcome: Caregiver support will allow care recipients to remain in the community by preventing or delaying institutionalization, and will decrease caregiver stress and improve ability of caregivers to attend to their own needs and health.

Strategy: Contract with 15-17 agencies to provide respite, support groups or limited supplemental services. Evaluate need and availability of new contractor for services for grandparent caregivers. Hold quarterly Caregiver Colleges, of which at least one will be for grandparent/relative caregiver of child, maintain on-line and printed resource directory of support groups and caregiver services, provide an Alzheimer’s-Dementia Helpline, host Alzheimer’s-Dementia Coalition of South Alabama, provide caregivers with information services, access assistance, caregiver education, caregiver respite and supplemental services. Serve as a principal referral provider for the Senior Companion Program in Mobile County to provide access to respite services for Mobile County caregivers. This arrangement enables the Senior Companion Program to provide available volunteers to provide respite for caregivers referred by SARPC.

Performance Measures: AIMS reports capture service units; compare service units to projections in Annual Operating Element. MOU in place with Senior Companion Program.

Person Responsible: Della Sanchez, Alabama Care Coordinator

Goal 3: Empower older people to stay active and healthy through Older Americans Act services and Medicare prevention benefits, recreation, job and volunteer opportunities.

Objective 3.1: Provide evidence based health promotion programs for older adults in the Planning and Service Area.
**Anticipated Outcome:** SARPC will offer at least one local leaders training annually for the Stanford Chronic Disease Self-Management Program and one coaches training for the “A Matter of Balance” fall prevention program to local volunteers and to staff of senior programs, wellness centers, health providers and community agencies, teaching leaders and coaches. Leaders, coaches and SARPC master trainers will provide an evidence based health promotion programs to at least 200 older adults in the PSA annually. (Stanford CDSMP uses term “leaders” and A Matter of Balance uses term “coaches”)

**Strategy:** A minimum of two SARPC employees will be trainers of both the Stanford Chronic Disease Self-Management program and the A Matter of Balance fall prevention program. These employees will be responsible for training leaders and coaches who may be volunteers or staff of community agencies. Trained leaders and coaches will provide these evidence based health promotion programs to older adults throughout the PSA. SARPC will also provide some limited class instruction to senior groups.

**Performance Measure:** At least 2 SARPC employees are trainers for the Stanford CDSMP and the Matter of Balance classes. Volunteer coaches are trained and at least 200 persons participate in CDSMP or AMOB classes in the PSA on an annual basis.

**Person Responsible:** Carol Massey and Marcella Nettles, Master Trainers

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**Objective 3.2:** Promote the health of older adults through prescription assistance programs.

**Anticipated Outcome:** Provide prescription assistance to at least 1,500 persons age 55 and over and adults with disabilities in the PSA annually.

**Strategy:** SARPC will operate the SenioRx Wellness Prescription Assistance Program and will collaborate with the Mostellar Medical Center, Ozanam Charitable Pharmacy and the Baldwin County and Escambia County Councils on Aging to help screen and enroll eligible persons in the SenioRx program to provide prescription assistance programs. SARPC will also contract with the Ozanam Charitable Pharmacy to provide free generic medications to older adults age 60+ and adults with disabilities in the PSA who are unable to afford prescription medications.

**Performance Measure:** At least 1,500 older or disabled adults provided with prescription assistance annually through the SenioRx program or the Ozanam Charitable Pharmacy.

**Title of Person Responsible for this Strategy:** Lorraine Martin, SenioRx Coordinator

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**Objective 3.3:** Provide information to older adults regarding the availability of health screening, preventive health and wellness services available through Medicare.

**Anticipated Outcome:** At least 13,900 Medicare beneficiaries in the PSA will receive information about preventive health and wellness services available through Medicare in fiscal year.
**Strategy:** To reach at least 13,900 Medicare beneficiaries in the PSA through interactive presentations; booths/exhibits/health fairs; radio and TV shows; social media, Medicare enrollment events, and other outreach activities such as PSAs, targeted mailings and newspaper/newsletters.

**Performance Measure:** At least 13,900 Medicare beneficiaries in PSA are provided information on the availability of health screening, preventive health and wellness services available through Medicare, and through benefits that may become available through Health Reform legislation.

**Person Responsible:** James Roberson, SHIP Coordinator

**Objective 3.4:** Provide opportunities for recreation for older adults through Title III funds and agency partnerships.

**Anticipated Outcome:** Partnerships with at least 30 agencies will provide older adults with recreational opportunities throughout the region at local venues to support an active and healthy lifestyle.

**Strategy:** Provide funding and technical support to 27 senior nutrition centers and the Boat People SOS senior program, and partner with 7 municipal multipurpose senior centers to provide older adults in the planning region the opportunity to participate in the Gulf Coast Masters Games and Senior Expos in both Mobile and Baldwin Counties.

**Performance Measure:** AIMS reports capture service units; compare service units to projections in Annual Operating Element.

**Person Responsible:** Vivian Barton, Masters Games and Nancy Bledsoe, Senior Expos

**Objective 3.5:** Provide active, engaged and healthy lifestyle through volunteer opportunities.

**Anticipated Outcome:** Volunteer activity with improve social engagement, an active lifestyle and positive health/mental health through meaningful volunteer efforts in service to the community.

**Strategy:** Maintain Corporation for National and Community Service RSVP grant and IRS Tax Counseling for the Elderly grant to support volunteer programs operated by SARPC. This includes continuing SARPC’s South Alabama RSVP programs in Baldwin and Escambia counties; the Tax Counseling for the Elderly program operated by volunteers, the Volunteer Guardian Program, and providing an annual Legacy Leadership Institute in the PSA for retired professionals. Maintain our partnerships with the Mobile County RSVP, Senior Companion and Foster Grandparent programs. SARPC’s volunteer programs and area partnerships provide a wide range of volunteer opportunities in each county in the PSA.

**Anticipated Outcome:** At least 200 volunteers will volunteer in community activities of their choice, supporting an active, engaged lifestyle.

**Responsible Person:** Charles Smith, Volunteer Coordinator
Objective 3.6: Provide employment opportunities to older adults to support an active, engaged lifestyle.

Anticipated Outcome: Employment opportunities will promote an engaged, active lifestyle and support health/mental health through increased income and rewarding work.

Strategy: SARPC will operate a Title V Senior Community Service and Employment program, and will also refer interested older adults to Goodwill Easter Seals SCSEP, local employment and workforce development agencies, and VISTA programs to provide available opportunities for employment for older workers.

Performance Measure: At least 22 persons will be enrolled in SARPC’s SCSEP programs annually to learn job skills and many will move onto unsubsidized employment.

Person Responsible: Terri Pringle, Economic Development and Employment Director

Goal 4.0: Enable more Alabamians to live with dignity by promoting elder rights and reducing the incidence of abuse, neglect, and exploitation.

Objective 4.1: SARPC will operate the Ombudsman program and will provide information and assistance to residents, their family members and community members.

Anticipated Outcome: Collaboration with all parties to protect the health, safety, welfare and rights of long-term care residents in the PSA.

Strategy: SARPC will employ one full time Representative of the Office of the State Long Term Care Ombudsman and one part time back up Ombudsman Representative. All requests will be responded to promptly meeting Ombudsman standards and will remain confidential. An Ombudsman Advisory Council will advise the Ombudsman Representative to enhance program operations.

Performance Measure: Annually over 500 individuals will receive Information and over 450 consultations to facilities will be made by the SARPC-AAA Ombudsman. Ombudsman Advisory Council sign in sheet, agenda and minutes document related activity to support the effectiveness of the Ombudsman program.

Person Responsible: Full Time Representative of the Office of the State LTC Ombudsman

Objective 4.2: SARPC-AAA will seek to increase the rate of informing residents about means of obtaining Ombudsman services.

Anticipated Outcome: Residents, families and facility staff will become more knowledgeable about the availability of Ombudsman services to investigate and help resolve complaints and
promote fair treatment and quality care of residents.

**Strategy:** SARPC-AAA will conduct at least one community outreach education activity per month for the Ombudsman program, and at least 3 nursing home and 1 assisted living in-service education sessions per quarter to facilities in the PSA. SARPC-AAA Ombudsman will provide at least quarterly visits to each nursing home per year and bi-annual visits to each assisted living per year in addition to friendly visits. Ombudsman presence will be increased in facilities in which there is a history of serious or frequent complaints. SARPC-AAA will seek to expand the volunteer ombudsman program to provide additional friendly visits to nursing homes. SARPC-AAA Ombudsman will participate in facility surveys with ADPH when Ombudsman is notified and is available.

**Performance Measure:** SISOR report, daily logs, sign in sheets and/or agenda/flyers reflects 12 community outreach educations completely annually, and 12 nursing facility and 4 assisted living facility in-service programs completed annually. SISSOR report, daily log and Ombudsman files document all 28 nursing facilities in the PSA are visited at least quarterly and ALFs at least bi-annually, with complaints documented in SISORS. log and in files.

**Person Responsible:** Full Time Representative of the Office of the State LTC Ombudsman

**Objective 4.3:** The Ombudsman program will work with resident and family councils in long term care facilities to provide education about residents’ rights, and SARPC-AAA Ombudsman will be involved with at least 9 residents' councils and 10 family counsels in the PSA.

**Anticipated Outcome:** Residents and families will be better informed about the rights of residents and fair treatment and quality care will be promoted.

**Strategy:** SARPC Ombudsman maintain updated information on active resident and family councils at nursing facilities in the PSA and attend when possible. In areas where there are no resident and/or family councils, SARPC-AAA ombudsmen will work to encourage more of them to develop councils.

**Performance Measure:** SISOR report, daily log, sign in sheets and/or meeting notice will documents attendance at 9 residents’ councils and 10 family counsels annually in the PSA.

**Person Responsible:** Full Time Representative of the Office of the State LTC Ombudsman

**Objective 4.4:** The SARPC-AAA will maintain an active volunteer ombudsman representative program for the PSA.

**Anticipated Outcome:** More frequently friendly visits will be made to nursing and assisted living facilities to support long term care residents.

**Strategy:** The Ombudsman Program will work collaboratively with SARPC's Legacy Leadership Institute for Older Adults and the Mobile County RSVP to obtain skilled volunteers to serve as
Ombudsman representatives in the PSA. SARPC’s Ombudsman will provide volunteer training at least annually.

**Performance Measure:** New volunteer Ombudsman Representative training will be provided at least once a year.

**Person Responsible:** Full Time Representative of the Office of the State LTC Ombudsman

**Objective 4.5:** SARPC-AAA Ombudsman program will promote issues advocacy related to quality care.

**Anticipated Outcome:** Complete activity that promote residents’ ability to receive the legal, financial, social, rehabilitative and other services to which they are entitled.

**Strategy:** The Ombudsman program will partner with the Nursing Home Association’s local members and stakeholders to recognize the best performing nursing home CNAs for their dedication to residents and to produce a Certified Nursing Assistance Awards Ceremony.

**Performance Measure:** SARPC participates in annual CNA Awards Ceremony.

**Person Responsible:** Full Time Representative of the Office of the State LTC Ombudsman

**Objective 4.6:** The SARPC Ombudsman will support individuals’ successful transition from institutional settings to community living for those able and desiring to return to the community.

**Anticipated Outcome:** Expand home and community-based resources for persons in the PSA who are aging or have disabilities, but prefer to receive services in their own homes rather than in a nursing home or other institution.

**Strategy:** Ombudsman Representative conducts Gateway to the Community surveys at baseline, approximately a month before residents’ anticipated discharge from nursing facility, and at 11 and 23 months after return to the community to help determine the success of the transition from institutional setting to community living, while identifying needs for additional supports and services. Ombudsman provides Gateway to the Community annual update training to all nursing facilities during the fiscal year, and conducts other marketing and outreach activities to inform the community about the availability of the Gateway to the Community program and transition services.

**Performance Measure:** SISORS, daily logs and files document surveys completed, and trainings, marketing and outreach activities per required schedules. Gateway updates provided to the 28 nursing facilities in the PSA annually.

**Person Responsible:** Full Time Representative of the Office of the State LTC Ombudsman
Objective 4.7: Collaborate with the Mobile County Probate Court to offer a Volunteer Guardian Program for incapacitated adults in Mobile County.

Anticipated Outcome: The Mobile County Probate Court will request volunteer guardians for vulnerable incapacitated older and disabled adults without family or friends willing or able to serve as their guardians; and at least 50% of these wards will have volunteers identified who will be appointed as guardians by the Probate Court to oversee their care and well-being.

Strategy: SARPC will recruit and train volunteer guardians for the Mobile County Volunteer Guardian Program, write grants to support this service, and work with Probate Judge Don Davis of Mobile County and other interested community members to support program activities including resource development, volunteer recruitment and training, and volunteer match with incapacitated adults.

Performance Measure: At least 65 incapacitated adults, including residents of nursing facilities and persons with severe mental impairments and mental illness, in need of a volunteer guardian will be appointed a guardian by the Probate Court. Volunteer Guardians will be successfully recruited and trained to provide this service. SARPC will recruit and train volunteers and help match volunteer guardians with wards in need of a guardian appointed by the Mobile County Probate Court. SARPC will apply for and receive at least two grants to support this service annually.

Person Responsible: Darla Dean, Volunteer Guardian Program Coordinator

Objective 4.8: Collaborate with Alabama Department of Senior Services, Alabama Department of Human Resources, Alabama Securities Commission, and the Alabama Council for the Prevention of Elder Abuse, to provide activities designed to prevent, detect, assess, treat/respond, intervene, or investigate elder abuse, neglect, fraud, exploitation, and promote abuse prevention and response.

Anticipated Outcome: Local professionals, advocates and citizens will gain knowledge in how to protect, detect and report elder abuse, fraud and exploitation.

Strategy: SARPC will work with state and local partners to distribute Elder Abuse Protection Toolkits, and increase outreach and dissemination of information on adult protective services, legal services, and long term care ombudsman services to help ensure the rights of older people and prevent their abuse, neglect, and exploitation. Local Fraud and Scams workshops will be held with state and local partners during the planning period.

Performance Measure: SARPC will participate in at least one event in the PSA annually, such as a Fraud and Scams workshop, World Elder Abuse Awareness Day event and related initiatives, documented by program flyer and/or sign in sheets and AIMS data.
Person responsible: Darla Dean, Volunteer Guardian Program Coordinator

Goal 5: Promote proactive, progressive management and accountability of the Area Agency on Aging and its contracting agencies.

Objective 5.1. Provide training to AAA staff and Title III contractors on Title III program, monitor compliance with policies and procedures set forth by ADSS both internally and by contractors, including progress toward program objectives and service levels; performance monitoring including AIMS date, budgets and expenditures, and incorporate management practices that encourage greater efficiency.

Anticipated Outcome: Greater efficiency and accountability of AAA program staff and contractors, enhancing service delivery to older adults.

Strategy: Provide annual training to AAA staff and contractors on OAA services and state policies and reporting. Hold budget meeting with program staff for budget development and implementation. AAA program manager meetings held weekly when schedules allow it for coordination, but no less than once a month; and at least quarterly with each program manager. Monitor program performance and expenditures quarterly to include review of performance versus expenditures/comparisons to previous year. Work toward improved correlation between fiscal and program reports for Title III and Title VII funds and data in SARPC’s NAPIS report, determine cause variance and evaluate and document reasons for variance. Program performance includes quarterly evaluation of AIMS service units and persons served and compare Annual Operating Element projections and actual AIMS reports for fiscal year. Use analysis to help guide Title III monitoring, performance assessment, need for trainings, service unit definition consistency, and contract and AOE development process. SARPC will monitor Title III contractors annually to verify compliance with contracts and financial practices, to include reviewing financial reports submitted to AAA for accuracy, program reports and AIMS data. Nutrition Centers will be visited bi-annually for assessments. Assign AAA staff member as Quality Improvement officer for the Title III programs. AAA Director to re-evaluate staffing patterns and reassign staff as needs change to improve program management.

Performance Measure: Priority will be given to accountability for meals, correct use and reporting of service units using correct service definitions, and monitoring expenditures. AIMS reports and timesheets will be reviewed quarterly and reviewed with contractors when problems are identified.

Persons Responsible: Vivian Barton, Title III Coordinator and Rita Thompson, AAA Grants Manager

Detailed annual goals, objectives, strategies, and outcomes for Title III services will be provided under separate cover with the Annual Operating Element for each fiscal year 2018-2021.
Targeted Populations: Methods used to satisfy the service needs of older individuals with greatest economic and social needs in the PSA

SARPC-AAA targets services to older persons with the greatest economic or social need, with particular attention to low income and low income minority elders, older individuals with limited English proficiency, older individuals with disabilities, older individuals at risk of institutionalization including persons with Alzheimer’s Disease, and older individual residing in rural areas. Targeted outreach is provided to low income, minority and rural residents for all services provided, and a plan to reach these populations is a required contract term for all providers funded by SARPC-AAA.

One of the most visible results of this targeting of services is the locations of the 27 senior nutrition centers that provide Title III meals in the region. Most are located in lower income minority communities, rural communities, and one is located at the MOWA Band of Creek Indian reservation, a State recognized Native American tribe. In addition, frozen door to door home delivered meals are provided in communities, often rural, where no senior centers or churches provide hot home delivered meals. Transportation funding is provided for rural areas and to serve disabled and isolated older adults to increase access to services.

SARPC has an established partnership and contractual arrangement with the Poarch Creek Indians, the only federally recognized Native American tribe in Alabama, located in Escambia County. While Poarch is a Title VI grantee, SARPC also provides Title III transportation funds to support the Poarch Creek senior center and meal program, and provides technical assistance to Poarch’s senior citizen programs, and partners with Poarch Creek on many health and recreation activities.

A Title III program is also provided to the Boat People SOS serving non-English speaking Vietnamese, Laotian and Cambodian elders to allow interpreters and case management for access to aging services. This Asian community is the major non-English speaking population in the PSA, and comprises approximately 33% of the population of Bayou la Batre, a fishing community in South Mobile County. SARPC’s AAA became involved with this population when providing disaster assistance after the devastation of Hurricane Katrina which flooded most of the homes of these residents. Since Hurricane Katrina in 2005, the Boat People SOS established an office in South Mobile County and SARPC established a Title III contract with this organization to bring the full range of aging services to this population. Through this contract interpreters provide access to services such as SHIP, Medicare Part D education, prescription assistance, assistance obtaining medical care, SNAP food assistance, Farmer’s Market Program, and public education, recreation, information and referral and outreach services.

SARPC also provides services to older individuals who are at risk of institutional placement by contracting for home and community based services and participating in state efforts to rebalance the long term care system. Additionally, SARPC provides a Alzheimer’s and Dementia Helpline, provides Title III E funding for specialty Alzheimer’s Day Care Centers and support groups, and began a Dementia Friendly Alabama initiative to engage churches in support of persons with Alzheimer’s Disease in the community.

Changes in Service Delivery for 2018-2021 and Demographic Trends

As described in the Service Delivery Plans, Title III services reflect more consumer directed and person centered care, with a prioritization of Title III towards persons at risk for long term placement, with at least 2 ADLs, to permit such individuals to remain in home and community based settings. SARPC will
also continue to expand the Personal Choices/Cash and Counseling program for persons on the Elderly and Disabled Medicaid Waiver to allow consumer directed services; and continue to expand Gateway to Community Living activities and the Alabama Community Transition waiver program to support individuals who wish to transition from nursing home and institutional settings to community living.

SARPC will actively participate in workgroups, committees, and make public comments to impact the developing Medicaid Integrated Care Networks (ICN) to advocate for person centered planning and services in the provision of long term services and supports to enhance the ability of such individuals to remain in home and community based settings. The ICNs are designed to modify and rebalance Alabama’s long term care system. With the baby boomers becoming a major influx into the 60+ population, and the increasing numbers of persons ages 80+, placing people in nursing homes as the primary option under the state plan is not financially sustainable for Alabama. SARPC will prepare for the modification of LTSS under the ICN program and the provision of person centered care by becoming accredited by the National Committee for Quality Assurance in 2018. SARPC will also engage in training and new software systems to allow our staff better management of care transitions among home and community, hospital, emergency rooms and nursing facilities to support successful community living.

Related activities include providing adequate, and trained staffing to support the Aging and Disability Resource Center, to support a no wrong door streamlined approach, and will work with ADSS to enhance Medicaid ADRC services. SARPC will meet regularly with the Independent Living Center to ensure referral agreements are adequate and that the ADRC is responsive to the needs of those with disabilities. SARPC will also provide benefits counseling including issues of financial security to help older people and persons with disabilities to successfully remain in their homes and communities.

The provision of Options Counseling by the ADRC will help address the substantial increases in the 60+ population over the next 10 years seeking services, providing appropriate options to individuals able to pay for their own services, those who can cost share, and prioritizing services for those who will need services funded by governmental programs. SARPC will work with ADSS to explore private pay and sliding fee policies and procedures for Title III services during the plan period as new services are developed.

Projections of age 60+ population growth in the PSA indicates the fastest growth in Baldwin County, which has one of the highest percentages of older adults in the state. SARPC will address this growth by expanding Title III homemaker services and home delivered meals programs to Baldwin County, will continue the successful Senior Expo begun in Baldwin County, will fund six senior nutrition centers in Baldwin County, will partner with the City of Daphne to provide an office location for the South Alabama RSVP program, and will provide more frequent community events in Baldwin County, to include expanding evidence based health promotion classes in multiple sites in Baldwin County through RSVP volunteers. SARPC provides funding to the Baldwin County Council on Aging and provides a legal service provider who schedules appointments at the Council on Aging in Robertsdale to see Baldwin County residents. SARPC also expects a continued growth in the number of Baldwin County residents receiving services such as caregiver support, respite, home delivered meals, Medicaid Waiver Services, Ombudsman services, etc. SARPC will actively engage the multiple multipurpose senior centers that have been opened by municipalities in Baldwin County as the County and tax base has grown, which are primarily for recreation, in Fairhope, Spanish Fort, Robertsdale, Foley, Gulf Shores and Orange Beach. These centers participate in SARPC’s Gulf Coast Masters Games, in the Baldwin Senior Expo, and SARPC provides speakers, programs and outreach at their centers.
Growth in Mobile County is happening outside the City of Mobile in communities such as Semmes, Dawes, West Mobile, Tillman’s Corner, Grand Bay, and Saraland. SARPC has worked with local governments and community groups in recent years to address this growth through the establishment of senior centers in Semmes, West Mobile, Tillman’s Corner, Grand Bay and Saraland, with the support of local governments and community groups, and of these 5 centers, 3 provide Title III meals. SARPC will continue to support its newest Mobile County senior center at MOWA, serving the MOWA Native American elders in North Mobile County.

All counties in the PSA experienced double digit growth in the 60+ population over the past ten years, with Escambia Counties age 60+ population growing by an estimated 23% from 2000 to 2015. To address this growth in Escambia County, in addition to funding the Escambia County Council on Aging, SARPC has RSVP program staff providing a volunteer program operating out of the Brewton and Atmore offices. SARPC has expanded Medicaid Waiver home and community based services and home delivered meal services to residents in Escambia County. SARPC provides a Tax Counseling for the Elderly program in Escambia County, the main tax counseling program available in the rural county, and regularly partners with the Poarch Creek Indians on programs to serve their elders.

**Volunteer Programs and Civic Engagement**

Available federal, state, local and private funds are inadequate to meet the wide range of service needs of older adults and communities, particularly related to the long term care continuum when advanced age or disability requires more help from families and the community. Volunteer programs are a vital part of the service delivery system and in helping older adults age in place in their communities. One of the larger agencies involved in recruiting, training and retaining volunteers is the Corporation for National and Community Service which includes RSVP programs in Baldwin, Escambia and Mobile Counties (SARPC-AAA operates the South Alabama RSVP program in Baldwin and Escambia County), Senior Companion Program and Foster Grandparent Programs in Mobile County, and AmeriCorp VISTA programs. The SARPC/AAA also holds an annual Legacy Leadership Institute for Older Adults and recruits many retired professional volunteers through this venue, and provides varied opportunities for civic engagement. Other volunteers and opportunities for Civic Engagement are available through United Way/Hands on South Alabama, AARP chapters in each county, and the Alabama Silver-Haired Legislature, etc.

**Use of volunteers to provide direct services**

SARPC has approximately 200 volunteers participating in its programs, serving as SHIP volunteers, Ombudsman representatives, teaching Evidence-based health promotion programs, serving as Tax Counseling for the Elderly volunteers, trained to work in disasters, assist at senior centers, and providing outreach through community events. SARPC is the largest volunteer station for the Mobile County Senior Companion program and screens caregivers through our Aging and Disability Resource Center who are need of respite or companionship services provided by the 80 senior companion volunteers serving the City of Mobile. While these volunteer services help expand the services available in the region, they are not adequate to meet the needs for home and community based services in the PSA, particularly for respite care.
Overview of the state of long term care community services and supports responding to the target populations in the planning region

The Area Agency on Aging of the South Alabama Regional Planning Commission (SARPC-AAA) carries out a wide range of functions related to advocacy, planning, coordination, interagency linkages, information sharing, brokering, service provision or contracting for services through local providers, monitoring and evaluation. These functions are designed to lead to the development or enhancement of comprehensive and coordinated community based systems in, or serving, communities throughout the Planning and Service Area (PSA). These systems are designed to assist the older adults served in leading independent, meaningful, and dignified lives in their own homes and communities as long as possible. The SARPC-AAA contracting process assures that preference will be given to providing services to older individuals with greatest economic need and older individuals with greatest social need, with particular attention to low-income minority individuals and older individuals residing in rural areas. SARPC contracts with an average of 45 agencies to provide Title III and Title III-E services, but works with many aging services providers through collaborations such as the Alzheimer’s-Dementia Coalition of South Alabama, Mobile and Baldwin Senior Coalitions, Mobile-Baldwin Livable Community Coalition, etc. SARPC attends the Mobile Commission for the Disabled, which includes strong representation from the Independent Living Center, and the Independent Living Center utilizes the ADRC to assist families in receiving information and services. In addition, SARPC is very actively engaged in committee work to impact the development and operations of the new Medicaid Integrated Care Networks in Alabama, which will manage long term services and supports.

The core services provided by the AAA through Older Americans Act funding include programs that provide:

- Access to Services
- Home and Community Based Services
- Caregiver Services
- Nutrition
- Elder Rights

Programs funded by Title III of the Older Americans Act include:

- Assessment
- Senior Centers
- Home Delivered Meals
- Transportation
- Information and Assistance/ADRC
- Education/Counseling
- Chore
- Friendly Visiting
- Elder Abuse Prevention
- Adult Day Care
- Recreation
- State Health Insurance Counseling
- Case Management
- Congregate Meals
- Nutrition Education
- Outreach
- Health Promotion
- Homemaker
- Telephone Reassurance
- Legal Assistance/Benefits Counseling
- Caregiver and Alzheimer’s Services
- Ombudsman
- Volunteer Programs
Services funded by the Centers for Medicare & Medicaid Services

Elderly and Disabled Medicaid Waiver

530 HIV Medicaid Waiver

Personal Choices (Cash and Counseling) Medicaid Waiver Program

Gateway to Community Living

Alabama Community Transition Waiver

Medicaid Aging and Disability Resource Center services

Other Federal Programs

➤ IRS Tax Counseling for the Elderly

➤ U.S. Department of Agriculture Food Nutrition Services, SNAP Outreach

➤ U.S. Department of Labor-SCSEP Senior Employment Program

➤ Senior Community Service Employment Program (SCSEP)

➤ Corporation for National and Community Service
  ✓ AmeriCorp VISTA
  ✓ RSVP
  ✓ Senior Companion
  ✓ Foster Grandparents

Services Funded by State Agencies

➤ SenioRx Prescription Assistance Program

➤ Aging and Disability Resource Center

Other Grant Funded Programs

➤ National Council on Aging

➤ Volunteer Guardian Program

A Description of Title III Funded Programs under the Older American Act and State Funded services is located in the Appendix.
Disaster Services

SARPC-AAA continues to focus on improving its disaster relief efforts in order to be better prepared and organized in the face of an impending emergency or disaster, including supporting the development of disaster centers, to include senior centers that can serve as shelters, more up-to-date and in-depth emergency/disaster plans, and keeping partnerships with emergency management personnel current throughout the region. The region’s first safe center was built for seniors in Satsuma and opened in FY 11, and later the City of Mobile opened a disaster shelter and senior center, the Connie Hudson West Regional Senior Center.

These disaster and senior centers would provide day respite for senior citizens during times of disaster, and functions as a senior center/community center for normal daily operations. Generators will be working to provide electricity that may not be available post disaster and shelf stable meals will also be available in these centers. The building is designed to be able to withstand hurricane force winds. Baldwin County built a large Coliseum to serve as a disaster shelter and is available for events otherwise. The Senior Expo, Older Americans Month celebration and Senior Citizen Christmas Party are held at this location. Due to the frequency of hurricanes in the PSA, South Alabama would have one of the highest needs for such centers in the state.

An updated and detailed emergency/disaster plan for SARPC-AAA is included in this application which includes information on the delegation of specific tasks to department personnel, and provides a template for AAA emergency and disaster plans to follow.

The SARPC-AAA has developed strong partnerships with the local county Emergency Management Agencies and Long Term Recovery/Voluntary Organizations Active in Disaster, including special needs planning committees. At the state level, ADSS is continuing to develop partnerships with agencies such as ADPH, ADHR, Alabama Red Cross, Alabama EMA, and Alabama National Guard. With the formation and strengthening of these partnerships, ADSS will have a seat at the table for discussions and decisions made concerning response and recovery that will benefit the state and the SARPC region.

Three gulf hurricanes impacted the PSA in 2004-2005 and SARPC-AAA responded to these disasters, working at Disaster Recovery Centers, and providing disaster assistance to older adults in the PSA. SARPC-AAA provided disaster assistance during Hurricanes Ivan and Dennis through funding from AOA provided through ADSS. For Hurricane Katrina, federal funding was provided from AOA/ADSS and from the Alabama Department of Human Resources’ Social Services Block Grant; AARP, and smaller amounts from sister organizations that made donations. SARPC’s AAA substantially increased its role in disaster planning and response for older adults out of necessity after these back-to-back hurricanes. As such, SARPC-AAA’s Disaster Coordinator attends meetings of the Long Term Recovery/Voluntary Organizations Active in Disaster Committees in each county in the PSA, and has met with the local Emergency Management Agency (EMA) directors to be involved in local disaster planning. SARPC-AAA is also involved with the disability community related to needs of the elderly and disabled in disasters, special needs shelters, transportation assistance, and evacuation planning for long term care facilities. The SARPC-AAA worked with VOAD on providing services for older persons and persons with disabilities impacted by the April 20, 2010 BP Gulf Oil Spill, and worked at the Disaster Recovery Centers the Spring of 2014 after flooding in Mobile and Baldwin counties. Additionally, our South Alabama RSVP program recruits disaster volunteers and works with the American Red Cross for training and volunteer assignments.
Mental Health

The SARPC-AAA has developed a strong partnership with the mental health centers and community health centers, which also provide mental health care, in the PSA to provide State Health Insurance Program, SeniorRx and Benefit Enrollment Center services. This includes providing staff to assist consumers of local mental health centers to see Medicare beneficiaries during open enrollment periods and SARPC provides training and consultation to their staff on SHIP, SeniorRx, benefit screening and enrollment, and other aging services. SARPC-AAA also operates the Volunteer Guardian Program which includes volunteer guardians for persons with severe mental impairments and mental illness. SARPC also partners with providers of care for persons with dementia, and SARPC has an Alzheimer’s and Dementia Helpline to assist families and professionals with issues related to dementia.

Evaluation process for contractors and services

All Title III contractors are monitored at least annually and nutrition centers bi-annually, which includes an on-site visit. However, AIMS data and financial reports are also reviewed quarterly and contractors are contacted as needed to review the data and any issues related to contract performance and expenditures. Contractors with findings are visited more frequently to ensure corrective actions are being taken. SARPC has designated a staff person to hold QI quarterly meetings for the Title III program during the planning period.

Cost Sharing, Sliding Fees and Voluntary Contributions

Cost sharing on a sliding fee basis is suggested for persons receiving respite and supplemental services from the Title III-E Alabama Cares program. No cost share is requested for persons at 125% of federal poverty or below, with the sliding fee graduated until persons at 300% of poverty pay for the full cost of their services. The individuals to be served are informed that the service is provided on a sliding fee scale based on their annual award of services. The determination of a recipient’s cost share shall be based on the recipient’s self-declaration of income, and spouse’s income (if applicable), without verification. Assets, savings, or other property owned may not be considered in determining the fee for a service. However, services are not denied due to the income of an individual or an individuals’ failure to make a cost sharing payment. AAAs and providers must protect the privacy and confidentiality of older individuals. This policy was developed by the Alabama Department of Senior Services, and SARPC complies with this policy. Each and every specific sliding fee scale must be annually reviewed and approved by the ADSS Programs and Planning Division.

Voluntary contributions are provided for the Title III C-1 and C-2 programs and related transportation, and legal services. Voluntary donations are solicited in a non-coercive and confidential manner. The opportunity to donate is posted in visible areas. Revenues generated by fees for congregate, home delivered or related transportation must be spent to enhance the nutrition program. Likewise legal donations are spent on the legal counseling program. A copy of the policies and procedures for voluntary contributions is contained in the Addenda.
Verification of Intent

The Area Plan on Aging is hereby submitted by the South Alabama Regional Planning Commission covering Baldwin, Escambia and Mobile Counties for the period of October 1, 2017 through September 30, 2021. It includes all assurances and plans to be followed by the Area Agency on Aging.

Under provisions of the Older Americans Act, as amended during the period identified, the AAA identified and its Executive/Governing Board will assume full authority to develop and administer the Area Plan on Aging in accordance with all requirements of the Act and related state policy. In accepting this authority, the AAA assumes major responsibility to develop and administer the Area Plan for a comprehensive and coordinated system of services and to serve as the advocate and focal point for older people in the planning and service area.

This Area Plan was developed in accordance with all rules, regulations, and requirements as specified under the OAA and the Alabama Department of Senior Services Policies and Procedures and multi-grant Notice of Grant Awards (NGAs) Terms and Conditions. The AAA agrees to comply with all standard assurances and general conditions submitted in the Area Plan throughout the four (4) year period covered by the plan.

The AAA certifies it is responsible for overseeing the provision of Aging Services throughout Region 8. This responsibility includes, but is not limited to, the following functions:

1. Contract management
2. Programmatic and fiscal reporting activities
3. Oversight of contracted services delivery
4. Coordination of services and planning with the ADSS, Service contractors, and other entities involved in the servicing and planning for the older population in the planning and services areas
5. Provision of technical assistance and training staff, providers/contractors and other interested parties
6. Provision of public information and advocacy related to aging and disability program activities and issues

This Area Plan is hereby submitted to the Alabama Department of Senior Services for Approval.

Signature of Executive Director
John F. Rhodes

Date
9/19/2017
The Area Agency on Aging Advisory Council has reviewed and approved this Area Plan.

Signature of Chair
Area Agency on Aging Advisory Council
Jean Ingram

Date
9/19/17

The Governing Board of the Planning and Service Area has received and approved this Area Plan.

Signature of Governing Board Chair
Sandy Stimpson, Mayor of Mobile

Date
9/21/17
Appendix

Overview of Older Americans Act Core Programs

SARPC provides services through grants to approximately 35 member governments and local community agencies that provide direct services for older adults in the region; and 10 Direct Services Providers for the Elderly and Disabled and HIV Medicaid Waivers. These contracts not only provide the services to South Alabama’s senior adult population and people with disabilities, but also provide substantial economic impact to local communities by expanding employment opportunities and local purchase of resources to help maintain our clients in healthy and independent environments in their local communities.

Nutrition Services

State and local governments and the SARPC view the Elderly Nutrition program as a top priority in South Alabama. There are 26 senior centers located in the region serving as focal points for the delivery of multiple services to seniors within the community. Unless granted an exception for very rural centers, each senior center operates five days per week, except for designated holidays. Standard operating hours are 9:00 a.m. to 1:00 p.m. local time; however, some centers have extended hours. All of the centers provide meals in a congregate setting and most make provisions for meal delivery to homebound seniors. The smallest centers serve 25 meals per day, while the largest center serves 100. Trends in participation, especially in rural areas, may require SARPC and local contractors to consider shifting resources from congregate to home-based settings as the older populations in these communities become more frail and unable to attend the senior centers.

Programs are planned to provide information of interest to older adults on nutrition, health, consumer, and legal issues. In addition, older adults can elect to participate in a variety of recreational activities, assist with center activities through volunteer services, access health screenings, and join group exercise sessions. Educational materials are often delivered to the homebound seniors through the senior center drivers or other drivers delivering frozen meals. ADSS, on behalf of the AAAs, contracts with a statewide food service vendor for the purchase and delivery of meals to the senior centers. Through this contract, AAAs can purchase hot meals, picnic meals, frozen meals, breakfast meals, shelf-stable meals, and/or Medical Nutrition Therapy Meal Replacements for participants in the Nutrition program. The contract also makes provision for the purchase of meals for Alabama Cares and E&D Waiver clients. All meals must comply with the provisions of the OAA and all local, state, and federal health, safety, and sanitation requirements. Furthermore, all meals must conform to the most recent Dietary Guidelines for Americans, published by the Secretary of Health and Human Services and the Secretary of Agriculture. In addition, if one meal is served per person, the meal must provide a minimum of one-third (1/3) of the daily recommended dietary allowances (RDA) for older individuals as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences. If two meals are served per person, the combination must provide a minimum of two-thirds (2/3) of the daily RDA. Having a statewide food service contract provides uniform meal purchase options throughout the state. Client contributions are encouraged to maintain and expand available services.
By providing a variety of meal types and delivery options under the statewide contract, SARPC has several means for tailoring meal services to client needs in their respective service areas. E&D Waiver clients with a high need for care may be authorized to receive two meals per day. Shelf-stable meals can be provided to at-risk clients during holiday periods and for emergency use. The frozen meal purchase options frequently make it feasible to serve isolated, rural clients that were previously underserved. Clients authorized to receive frozen meals must be screened to ensure that the client (a) has an operational freezer, refrigerator, and stove or microwave, and (b) is able to appropriately manage the simple tasks of storing and preparing meals.

Nutrition Education is a service to promote better health by providing accurate and culturally sensitive nutrition health information to participants in a group setting. Nutrition Education is funded through the OAA, and ADSS registered dieticians provide the AAAs with evidence-based educational materials to share on a weekly basis with senior center participants.

Nutrition Counseling

Through nutrition counseling, older persons who are at nutritional risk because of their health or nutritional history, dietary intake, medications use or chronic illnesses, receive individual advice and guidance about options and methods for improving their nutritional status. The counseling is performed by a health professional in accordance with state law and policy and may be funded through the OAA. Most nutritional counseling is provided by medical providers and hospitals and is funded by private resources and health insurance.

Case Management/Benefits Counseling

In an effort to expand and streamline Aging and Disability Resource Center (ADRC) efforts, SARPC utilizing Title III-B and E funds to provide and document the short-term case management activities performed by the ADRC staff. ADSS and the Medicaid ADRC program have provided a uniform pre-screen form for ADRC staff use in benefits counseling; the screening is the first point of entry into any network service. The Peer Place client management system is utilized by SARPC and other AAAs to document callers into the ADRC, provides a vehicle to refer clients to internal aging programs, to document short term case management and other aging services, and capture service units.

Title III-E Caregiver Services

Alabama Cares is the ADSS’ National Family Caregiver Support Program which helps families sustain efforts to care for older individuals who have a chronic illness or disability. Through this program, a continuum of caregiver support services is available to adult family members or other individuals who are informal providers of in-home and community care to older persons. Caregiver support services are also available to grandparents or older individuals who are relative caregivers for a child, age 18 and under, as well as grandparents age 55 and over providing care for a child with a severe disability of any age. Priority consideration for services is given to persons in greatest social and economic need, with particular attention to low-income older individuals, family caregivers who provide care for older individuals with Alzheimer’s disease and related
disorders, and grandparents or older individuals who relative caregivers providing care and support
to children of any age with intellectual and developmental disabilities. Through OAA funding,
SARPC works with community providers and consumer organizations to administer the five basic
program components for the caregiver program which include information, access to services,
education/counseling, respite, and supplemental services. The Alabama Cares program is the
primary AoA program administered with consumer-directed concepts. SARPC utilize the voucher
services through Lifespan Respite so the caregiver, rather than a provider, can choose an individual
to provide respite. SARPC also has the ability to allow caregivers to hire an individual through
the Mature Staffing Services employment program to provide care in their homes. After
enrollment in the Alabama Cares program, caregivers are allotted a budgeted amount of dollars,
typically limited to not more than $1,800 annually by ADSS guidelines. The participants
determine which providers to use from a provider list and inform the Alabama Cares Coordinator,
who issues a service authorization based on the approved budget to the direct service provider, or
Alabama Respite. SARPC provides caregiver educational through ongoing Caregiver Colleges
that are held in different locations throughout the region. Increased emphasis has been placed on
caregiver services such as options counseling, caregiver counseling, long term supportive services,
and caregiver education and training services in addition to traditional respite services, to balance
service options available through the Alabama Cares program. SARPC will provide a Dementia
Helpline through its ADRC to support caregivers of persons with dementia in collaboration with
the Dementia Coalition of South Alabama.

Title III-D Disease Prevention and Health Promotion Services

Congress made changes to the AoA Part D program and requires these funds to be utilized only
for evidence-based interventions. SARPC only utilizes these funds for the highest-level criteria,
as determined by AOA for evidence based programs, a requirement that began in 2014. Those
programs offered by SARPC are the Living Well Alabama-Chronic Disease Self -Management
program and A Matter of Balance fall prevention program. These health promotion programs are
coordinated by the Wellness Coordinator at SARPC and work in conjunction with grants awarded
to ADPH and/or ADSS. SARPC will work with other healthcare systems to expand the availability
of these evidence based programs in the region as part of a national trend to improve health care,
patient self-management, and care transitions. Local partners include Providence Hospital and
clinics, the University of South Alabama Medical Center and clinics, Infirmary Health, and various
other nursing homes and health care providers.

Transportation

Transportation is the provision of a means of going from one location to another. It includes
driving the participants from their homes to medical offices, shopping centers, post office, grocery
store, recreational outings, or the congregate meal site. It includes the transporting of meals from
the nutrition centers to the older clients' homes. Assisted transportation is defined as the provision
of assistance, including escort, to an older persons who has difficulties, physical or cognitive, using
regular transportation. Title III-B funds and local funds are the primary financial support in
Alabama to fund senior transportation. Most funding is utilized to transport seniors to recreational
activities and senior centers. SARPC also funds transportation for medical appointments,
shopping and for adult day care. Medicaid also pays for limited healthcare transportation for some
eligible constituents, and do some Medicare managed care plans. In addition to AoA funds, the
New Freedom program managed by the Alabama Department of Transportation (ALDOT) provides new public transportation services and public transportation alternatives that address needs of persons with disabilities beyond those required by the Americans with Disability Act of 1990, and are locally accessed by public transit providers, Mobile Bay Transportation Services, and MARC for disabled populations. SARPC works collaboratively with ALDOT for 5310 funds to cover capital expenses that support transportation to meet the special needs of older adults and persons with disabilities.

Long-Term Care Ombudsman

Local ombudsman programs are required to train facility staff, caregivers, resident and family councils, and the community at large to improve care and quality of life for nursing home residents. The Long-Term Care (LTC) Ombudsman program provides services to protect individuals residing within nursing facilities, assisted living facilities and specialty care facilities. The Alabama State Ombudsman Act specifies the Alabama Department of Senior Services (ADSS) will work with the Area Agency on Aging (AAA) ombudsman who may be employees or contracted employees of the AAA, in support of the Older American's Act (OAA). The State Ombudsman trains and certifies all local ombudsmen, and SARPC has a Regional Ombudsman and other trained staff and Ombudsman representative volunteers to assist the Regional Ombudsman. ADSS requires all potential ombudsmen to sign a “conflict of interest and non-association with facilities” statement prior to becoming a certified ombudsman. ADSS follows federal regulations in choosing and certifying an individual to serve as a local or community ombudsman.

The long-term care ombudsmen work to resolve problems of individual residents and to protect their rights by ensuring they receive fair treatment and quality of care. Also, they work to bring about changes at the local, state, and national levels through the practice of person-centered system change for residents in LTC facilities. Ombudsman activities include: information and assistance, planning and training, and ombudsman involvement as it relates to closure and relocation of residents, resident and family councils, other consumer involvement activities, assuring quality care, facility improvement initiatives, training to benefit the quality of life and care of nursing home residents, technical assistance to facilities implementing quality assurance plans, and Special Focus facilities. The state Ombudsman program provides training to all ombudsman programs on elder abuse prevention, neglect, financial exploitation, Medicaid eligibility application process, inappropriate and non-payment discharges, culture change, and person-centered planning.

The Long Term Care Ombudsman program is a federal advocacy program that is authorized by the OAA and Alabama State Law. The program was created to help address the quality of care and quality of life experienced by persons who reside in long term care facilities. Ombudsman act to identify, investigate, and resolve complaints made by or on behalf of residents. Serious problems that arise that indicate violations in acceptable levels of care or resident’s rights are referred to the Alabama Department of Health’s Licensure and Certification Division.

Certified ombudsman staff visit long term care facilities to be accessible to residents and to monitor conditions. Ombudsman also provide education regarding long term care issues, identify long
term care concerns, and advocate for needed change. SARPC's Ombudsman program employ
staff and utility volunteers to serve residents through advocacy and informal resolution of concerns
of residents in long term care facilities. Trained volunteer ombudsman representatives visit
residents in nursing homes or other long term care facilities and establish a regular presence in the
facility. They also provide information about resident rights, quality of care, and quality of life to
residents and family members.

Legal Services

This is the provision of legal advice, counseling, and representation by an attorney or other person
acting under the supervision of an attorney. Such legal advice may be provided to older persons
or to other persons on behalf of the older person. Legal assistance is available to persons who
reside in long term care institutions. A major focus on legal assistance is protecting the autonomy
and dignity of the older individual and toward that end the legal program is a defense against
guardianship, where necessary, and financial exploitation.

Promoting the capacity for provision of legal assistance is a top priority for SARPC to assist older
individuals in understanding their rights, exercising choices, benefiting from services and
opportunities authorized by law, and maintaining the rights of older individuals at risk of
guardianship. The legal service provider will take advantage of opportunities to educate the public
in various community outreach events, through the ADRCs, and in support of the Ombudsman
program. In addition, the local legal service provider must develop relationships with their local
County Bar Association, the Mobile County Volunteer Lawyer Program and Legal Services
Corporation so when services not covered by our program are needed, there may be a local attorney
ready to handle that situation for our seniors. SARPC will work closely with the Mobile County
Volunteer Lawyers Program during the Plan Period, which will provide volunteer lawyers to assist
with the Volunteer Guardianship Program.

Elder Abuse and Elder Rights

SARPC works collaboratively with ADSS on activities provided under the Elder Abuse section of
the OAA through the provision of community outreach, training, and education on elder rights,
abuse, neglect, and exploitation prevention. This includes partnering with the Alabama Council
for the Prevention of Elder Abuse, which was codified into Alabama law in 2012. The work of
the Prevention Council has included the new protection law for older adults that provides for new
criminal penalties for abuse and exploitation, for the distribution of Elder Abuse Protection toolkits
by SARPC and other AAAs, and for local World Elder Abuse Awareness events in June. SARPC
utilizes its Title III Elder Abuse funds for the Volunteer Guardianship program and/or activities of
the Long Term Care Ombudsman as these programs serve very vulnerable populations.
Emergency Preparedness

Disasters or emergencies can happen anywhere, at any time, as we experienced on numerous occasions in Alabama. Post-disaster, older persons and persons with disabilities often are placed in traumatic situations that threaten their well-being. In many cases, existing physical or mental impairments may worsen and needed family and community-based supports are disrupted by the emergency situation. The ADRCs seek to provide planning and response information, resources, and strategies that assist individuals to better prepare for, and respond to, all types of emergencies and disasters. In the event of a disaster, SARPC staff of the AAA are expected to be full participants in coordinated response efforts between federal, state, and local governments, as well as the private, voluntary, and faith-based sectors. ADRCs currently function as a hub for sharing and disseminating key information to individuals during a disaster, including working at Disaster Recovery Centers, assisting with hotlines, and updating daily resource lists for distribution in the community. SARPC continues to focus on improving preparedness education and disaster relief efforts to “be ready” and organized in the face of uncertainty when dealing with emergencies or disasters. SARPC’s focus areas for disaster relief include advocating for implementation of additional shelters and senior centers which can serve as disaster centers, currency of emergency/disaster plans, and continued development of partnerships with statewide emergency management personnel. SARPC participates in local Volunteers Active in Disaster committees (VOAD) and has had a very visible presence in the hurricanes, oil spill and floods that have impacted the region from 2004-2014, including sending the majority of the AAA volunteers who assisted Louisiana following Hurricane Gustav to provide case management for the elderly and disabled under the Emergency Management Assistance Compact (EMAC) overseen by ADSS.

SARPC participates in readiness efforts of ADPH and ADSS as a key partner in preparedness of at-risk populations. For the past several years, ADPH awarded a grant allowing the agency to provide preparedness/disaster education for seniors and persons with disabilities. These grants also allowed SARPC to support at-risk individuals with all-hazard weather radios, basic first aid supplies, distribution of disaster media, preparedness presentations at the Mobile and Baldwin County Expos, disaster preparedness for older and disabled adults receiving OAA funding such as at senior centers, caregivers and Medicaid Waiver participants on preparedness and home safety basics.

Information and Assistance and Outreach

Information and Assistance is funded by the OAA and is a service that provides individuals, primarily older persons and their caregivers and adults with disabilities, with current information on opportunities and services available to them within their communities, including information relating to assistive technology. It is also includes assessing the individuals problems and capacities, linking individuals to available opportunities and services, and to the maximum extent practical, ensuring that individuals receive the services they need and are aware of opportunities available to them, by establishing adequate follow-up procedures.

Outreach is defined as those efforts that identify and inform eligible individuals concerning assistance under the OAA. Outreach efforts should emphasize (1) older persons residing in rural areas; (2) older persons with the greatest economic need and low income minority; (3) older persons at greatest social need; (4) older persons with severe disabilities; (5) older persons with
limited English-speaking ability; and (6) older persons with Alzheimer’s disease or related disorders. Moreover, outreach efforts are interventions initiated by an agency or organization for the purpose of identifying potential clients (older persons and their caregivers), and informing them of existing services and benefits.

Recreation

Recreation services for older adults are designed to encourage participation in activities facilitated by a service provider. These activities may include sports, performing arts, games and crafts. The client may participate in these recreational activities either as a spectator or as a performer. OAA funded recreation expands services at senior centers to include a wider range of activities designed to maintain mental and physical wellness. Funds may also strengthen and support existing recreational opportunities such as at multi-purpose senior centers and events such as the Gulf Coast Masters Games.

Public Education

This is the provision of formal or informal opportunities for individuals to acquire knowledge, experience or skills and is commonly provided at senior centers, senior multipurpose centers and other community settings. It includes group events designed to increase awareness in such areas as crime or accident prevention, continuing education, or gaining skills in a specific craft, job, or occupation that does not include wages or stipends. This service normally excludes nutrition-related presentations. Public education sessions may be held in various locations such as senior centers, community fairs, or other gatherings.

Material Aid

Through material aid, older persons receive services in the form of goods or food, such as the direct distribution of commodities, surplus food, clothing, smoke detectors, eyeglasses, prescription medications, security devices, fans, heaters, etc.

Personal Care, Homemaker, and Chore Services

Personal care is defined as providing personal assistance, stand-by assistance, supervision, or cues to older persons with the inability to perform one or more of the following activities of daily living (ADLs): eating, dressing, bathing, toileting, transferring in and out of bed/chair or walking. Personal services may be funded through the OAA or the Medicaid Waiver Program.

Homemaker services are those that provide assistance to older persons who have the inability to perform one or more of the following instrumental activities of daily living (IADLs): preparing meals, shopping for personal items, managing money, using the telephone, or doing light housework. Homemaker services may be funded through the OAA or Medicaid Waiver Program.
Chore service provide assistance to older persons having difficulty with one or more of the following IADLs: heavy housework, yard work, home or sidewalk maintenance and may be funded through the OAA service.

Telephone Reassurance and Friendly Visitation

Telephone reassurance involves contacting an older individual in order to provide comfort or help. Targeted older persons include socially isolated individuals or participants who have stopped participating in aging services programs for unknown reasons to check on their welfare. Friendly visiting involves going to see an older person in order to provide comfort or help.

Volunteer Programs

Available public and private funds are inadequate to meet the wide range of service needs of older adults and communities, particularly when advanced age or disability requires more help form families and the community. Volunteer programs are a vital part of the service delivery system and in helping older adults age in place in their communities. Some of the larger agencies involved in recruiting, training and retaining volunteers include SARPC’s Legacy Leadership Institute which helps to recruit volunteers for SARPC’s SHIP, Ombudsman and Evidence Based Health Promotion programs; RSVP in Baldwin, Escambia and Mobile counties, and the Senior Companion Program and Foster Grandparent Programs in Mobile County. SARPC also operates a federal funded AmeriCorp VISTA program with full time VISTA volunteers assisting SARPC in capacity building efforts to strength and expand aging services in the region.
Overview of Selected Federal Programs Serving Older Adults

Senior Community Service Employment Program (SCSEP)

The SCSEP, authorized under Title V of the OAA, is funded by the U.S. Department of Labor. It is the only federally funded employment for low income older persons. It is a community service and work-based training program that has two purposes: (1) providing useful community service; and (2) improving individual self-sufficiency through training and placement into unsubsidized jobs. SARPC manages approximately 24 slots through the program managed by ADSS to support senior workers. Many of these workers are community service workers supporting unfunded positions in local government and non-profit organizations. SCSEP is a mandated partner in the Workforce Investment Act (WIA) and works closely with career center staff to help seniors find unsubsidized employment. Applicants who are deemed ineligible are referred to the career centers.

U.S. Department of Agriculture’s Food and Nutrition Service.

Since 2002, the Alabama Farmers Market Authority has been awarded the Senior Farmers Market Nutrition Program, now offered to all counties in Alabama. This program is designed to enhance the health of eligible senior citizens and to assist with the expansion of farmer’s market programs in the state. The program provides fresh, locally grown fruits and vegetables from farmers markets and roadside stands, and community supported agriculture programs to low-income seniors. The program typically provides $20.00 in coupons redeemable for fresh produce at local participating farmers markets to individuals age 60 and over whose total household income does not exceed 185% of the federal poverty level. Coupon books are distributed on a first come first served basis until supplies run out. While a modest benefit, the program has proven to be very popular.

Supplemental Nutrition Assistance Program-Alabama’s Elderly Simplified Application Project and SNAP Outreach Grant. SARPC is a grantee for a federal SNAP Outreach grant in FY 14 and FY 15 to increase older adults awareness about changes in the application process for persons age 60 and older with no earned income and to help address senior hunger. Older adults have the lowest participation rate among SNAP households due to a number of barrier. The AESAP application is designed to reinvent the Food Assistance Program application process by removing barriers that often hinder the participation of older adults such as application complexity, transportation, mobility and disability issues. The AESAP application requires no face to face interview, household self-declare eligibility information unless questionable, there is no asset test, and in FY 15 there is a standard medical deduction available. In Alabama, older adults who apply receive an average benefit of $69 a month. SARPC’s federal SNAP Outreach grant allows SARPC to do targeted senior hunger activities to inform the public about the newer AESAP application and to offer assistance with AESAP and SNAP applications.
State Health Insurance Program (SHIP)

The State Health Insurance Program (SHIP) is a partnership with the Centers for Medicare and Medicaid Services, Administration on Community Living, ADSS and the AAAS. The program provides education, counseling, and information about Medicare and the other health insurance, Medicare Part D prescription plans, Medicare Savings Programs, Medigap, Medicare Advantage, long term care insurance, Medicaid eligibility, benefits, claims filing, supplemental coordinated care plans, and other health insurance benefit information. The goal is to assist older adults and persons on Medicare in Alabama and their families in making informed choices regarding insurance benefits and to be aware of preventative and other health benefits under Medicare plans. SHIP coordinates with Senior Medicare (Fraud) Patrol programs. An active SHIP volunteer program assists with outreach, education and counseling efforts. Coordination among state and local agencies expand training on Medicare options and benefits and expand outreach to rural and other hard to serve communities.

Medicaid Waiver Programs

Three programs are operated by SARPC under a Medicaid Waiver, the Elderly and Disabled Medicaid Waiver, the 530 HIV Medicaid Waiver, and the Personal Choices program which operates within the two named Medicaid waiver programs. The Medicaid Waiver for the Elderly and Disabled Program is designed to provide services to seniors and the disabled whose needs would otherwise require them to live in a nursing home. The goal is for clients to retain their independence by providing services that allow them to live safely in their own home and communities they love for as long as it is appropriate.

The Medicaid Waiver Program is funded by the Social Security Act through the Alabama Department of Senior Services and the Area Agency on Aging. These services are provided at no cost to the client meeting financial and medical eligibility requirements. Services can be provided through traditional service providers, or through self-direction under the Personal Choices option.

To be eligible, applicants must be receiving full Medicaid benefits and/or Supplemental Security Income (SSI) or may become eligible through Medicaid deeming. Individuals may be deemed eligible for Medicaid if their incomes do not exceed 300% of the federal poverty level and they have limited assets. For those without full Medicaid benefits, additional financial information and a Medicaid application will be required. In addition, applicants must demonstrate a degree of disability and frailty that might otherwise require long-term care placement. This determination must be made by a physician.

The following services are offered based on the care plan:

- Case Management
- Adult Day Care
- Companion Service
- Homemaker
- Personal Care
- Respite Care
- Home Delivered Meals
- Skilled Nursing (for HIV/AIDS Waiver only)
IRS Tax Counseling for the Elderly

The Tax Counseling for the Elderly (TCE) program offers free tax help to individuals who are age 60 or older. Cooperative grant agreements are entered into between IRS and eligible organizations to provide tax assistance to elderly taxpayers. The funds provided by the IRS are used by organizations to reimburse volunteers for their out-of-pocket expenses; including transportation, meals and other expenses incurred by them in providing tax counseling assistance at locations convenient to the taxpayers.

Tax return preparation assistance is provided to elderly taxpayers during the normal period for filing Federal income tax returns, which is from January 1 to April 15 each year. However, the program activities required to make sure elderly taxpayers receive efficient and quality tax assistance can be conducted year-round.

Corporation for National and Community Services

Established in 1993, the Corporation for National and Community Service (CNCS) is a federal agency that engages more than 5 million Americans in service through its core programs -- Senior Corps, AmeriCorps, and the Social Innovation Fund. Senior Corp consists of the RSVP, Senior Companion and Foster Grandparent programs. As the nation’s largest grantmaker for service and volunteering, CNCS plays a critical role in strengthening America’s nonprofit sector and addressing our nation’s challenges through service.

AmeriCorp VISTA

AmeriCorps VISTA members live and serve in some of our nation’s poorest urban and rural areas. With passion, commitment, and hard work, they create or expand programs designed to bring individuals and communities out of poverty. Each VISTA member makes a year-long, full-time commitment to serve on a specific project at a nonprofit organization or public agency. In return for their service, AmeriCorps VISTA members receive a modest living allowance and health benefits during their service, and have the option of receiving a Segal AmeriCorps Education Award or post-service stipend after completing their service. About 8,000 VISTAs are placed each year in more than 1,100 projects in low-income communities around the country.

VISTA members generally do not provide direct services, such as tutoring children or building homes. Instead, they focus their efforts on building the organizational, administrative, and financial capacity of organizations that fight illiteracy, improve health services, foster economic develop, and otherwise assist low-income communities. VISTAs develop programs to meet a need, write grants, and recruit and train volunteers.
RSVP

RSVP is one of the largest volunteer networks in the nation for people 55 and over. Volunteers can use the skills and talents they've learned over the years, or develop new ones while serving in a variety of volunteer activities within the community. Service opportunities are as diverse as the communities in which volunteers serve.

The program is open to all U.S. citizens, nationals, or lawful permanent resident aliens, 55 years of age and over. Volunteers receive pre-service orientation, training from the organization where they will serve, and supplemental insurance while on duty. RSVP volunteers do not receive monetary incentives, but sponsoring organizations may reimburse them for some costs incurred during service. SARPC currently sponsors the Escambia County RSVP program, has applied to sponsor the Baldwin County RSVP program in FY 15, and serves on the Advisory Council for the Mobile County RSVP.

Senior Companion

Senior Companions are volunteers age 55 and over who make a difference by providing assistance and friendship to adults who have difficulty with daily living tasks, such as shopping or paying bills. They help these adults remain independent in their homes instead of having to move to more costly institutional care. Senior Companions give families or professional caregivers a much needed time off from their duties, run errands, and often provide friendship for their clients. Senior Companions serve 15 to 40 hours per week helping an average of two to four adult clients live independently in their own homes. The program is open to all U.S. citizens, nationals, or lawful permanent resident aliens, 55 years of age and over. Volunteers receive pre-service orientation, training from the organization where they serve, supplemental insurance while on duty, and may qualify to earn a tax-free hourly stipend. The Mobile County Commission is the sponsor of a local Senior Companion program, and SARPC serves as a station to screen Mobile County residents for eligibility.

Foster Grandparents

Foster Grandparents are role models, mentors, and friends to children with exceptional needs. The program provides a way for volunteers age 55 and over to stay active by serving children and youth in their communities.

Volunteers serve at thousands of local organizations that:
- Help children learn to read and provide one-on-one tutoring
- Mentor troubled teenagers and young mothers
- Care for premature infants or children with disabilities
- Help children who have been abused or neglected

Foster Grandparents serve from 15 to 40 hours per week in locations including schools, hospitals, juvenile correctional institutions, daycare facilities or Head Start centers. The program is sponsored locally by the Mobile County Commission, serving Mobile County.
State of Alabama Funded Programs for Older Adults

SenioRx Prescription Assistance Program

Alabama’s SenioRx program is a partnership of state agencies and community organizations designed to assist older adults ages 55 and older with chronic medical conditions who have no prescription insurance and limited financial means (i.e. living at or below 200 percent of federal poverty level) with applying for drug assistance programs provided by pharmaceutical manufacturers. The program can also assist those eligible adults who are insured but have high co-payments, a formulary problem and medications that are not covered by the insurance, and those who can’t afford medications during the gap or “donut hole” in Medicare Part D plans. The program has been expanded to assist adults of any age who are receiving disability benefits; or who have applied for disability; or who have a written declaration of disability from their physicians. The program is funded through State appropriations.

Aging and Disability Resource Center

The No Wrong Door System comprised of Aging and Disability Resource Centers (ADRC), a collaborative effort of ACL (formerly Administration on Aging), the Centers for Medicare & Medicaid Services (CMS), and now the Veterans Health Administration (VHA), supports state efforts to streamline access to long-term services and support (LTSS) options for older adults and individuals with disabilities. NWD systems simplify access to LTSS, and are a key component to LTSS systems reform. NWD systems are designed to serve as highly visible and trusted places available in every community across the country where people of all ages, incomes and disabilities go to get information and one-on-one person-centered counseling on the full range of LTSS options. Nationally and in Alabama, NWD systems have taken important steps towards meeting ACL and CMS’s vision by:

- Creating a person-centered, community-based environment that promotes independence and dignity for individuals
- Providing easy access to information and one-on-one counseling to assist consumers in exploring a full range of long-term support options
- Providing resources and services that support the needs of family caregivers

Finding the right services can be a daunting task for individuals and their family members. The current LTSS system involves numerous funding streams, and is administered by multiple federal, state and local agencies using complex, fragmented, and often duplicative intake, assessment and eligibility processes. There are more and more options for services and supports, in home, residential, and institutional settings. Individuals trying to access the multitude of new LTSS frequently find themselves confronted with a maze of agencies, organizations and bureaucratic requirements at a time when they may be vulnerable or in crisis. These issues frequently lead to use of the most expensive forms of care, including institutional care such as nursing homes or extended hospitalization, and can cause a person to quickly exhaust their own resources.

NWD systems provide information and assistance not only to individuals needing either public or private resources, but also to professionals seeking assistance on behalf of their clients and to
individuals planning for their future long-term care needs. NWD systems also serve as the entry point to publicly administered long-term supports, including those funded under Medicaid, the Older Americans Act, Veterans Health Administration, and state revenue programs.

During the Three Year Area Plan period, the ADRC is anticipated to be funded by both State and Medicaid. The ADRC is a core service of SARPC’s Area Agency on Aging.

Masters Games of Alabama

The Masters Games of Alabama is a non-profit organization, supported by both the Alabama Department of Senior Services, Area Agencies on Aging, and local parks and recreation departments, and is dedicated to promoting healthy lifestyles for active adults age 50 and older through social, mental and physical activities. While the games provide an Olympic-style atmosphere, games are available for older adults of ages and abilities, and generate much fun and fellowship. SARPC serves of the Board of Directors of the Alabama Masters Games, and SARPC is the sponsor of local regional Gulf Coast Masters Games used to qualify for participation in the State Games held every October.

Alabama Silver-Haired Legislature (ASHL)

The ASHL is a non-partisan, non-profit model legislature of citizen volunteers ages 60 and older. These volunteers are elected or appointed by their peer to represent the interests of older Alabamians. The ASHL works in cooperation with their local Area Agencies on Aging, the Alabama Department of Senior Services and the aging network to inform Alabamians about senior needs and issues by drafting resolutions, participating in committee work, debating and advocating legislation.

Alabama Senior Citizens Hall of Fame

In 1983 the Alabama Legislature created the Alabama Senior Citizens Hall of Fame and it became under the purview of the Alabama Department of Senior Services in 2008. The Hall of Fame was created to honor living Alabama citizens who have made significant contributions toward enhancing the lives of older Alabamians. The organization is run by older individuals who volunteer to support and lead this project. An induction ceremony is held each year in Montgomery to honor up to ten new members who are inducted into the Hall of Fame. In addition to inductees, special awards are presented to individuals in various categories along with couples who have been married for 65 years or more and individuals who are 100 years or older.
PLANNING AND SERVICE AREA MAPS
Figure 1
Political Boundaries of the South Alabama Regional Planning Commission Region

South Alabama Regional Planning Commission

- Mobile County
- Baldwin County
- Escambia County

Legend:
- South Alabama Regional Planning Commission Area
- Metropolitan Planning Organization (MPO) Urban Area
- Major Roadways
SARPC-AAA Office located in Mobile County in the City of Mobile.

Council on Aging – Baldwin County located in Robertsdale.

Council on Aging – Escambia County located in Atmore.
Figure 4
Escambia County Political Boundaries

![Map of Escambia County withMajor Roadways, City Limits, and Native American Tribal Lands marked.](image-url)

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2015</th>
<th>2020</th>
<th>2025</th>
<th>2030</th>
<th>2035</th>
<th>2040</th>
</tr>
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<tbody>
<tr>
<td><strong>Alabama</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Population</td>
<td>4,779,736</td>
<td>4,855,847</td>
<td>4,941,485</td>
<td>5,031,739</td>
<td>5,124,710</td>
<td>5,220,021</td>
<td>5,319,305</td>
</tr>
<tr>
<td>60+ population</td>
<td>933,919</td>
<td>1,064,037</td>
<td>1,180,027</td>
<td>1,297,241</td>
<td>1,364,202</td>
<td>1,412,337</td>
<td>1,437,147</td>
</tr>
<tr>
<td>60+ as a percent of Total Population</td>
<td>19.5%</td>
<td>21.9%</td>
<td>23.8%</td>
<td>25.8%</td>
<td>26.6%</td>
<td>27.1%</td>
<td>27.0%</td>
</tr>
<tr>
<td><strong>Baldwin County</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Population</td>
<td>182,265</td>
<td>202,710</td>
<td>222,554</td>
<td>242,345</td>
<td>261,777</td>
<td>281,200</td>
<td>300,899</td>
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<tr>
<td>60+ population</td>
<td>42,580</td>
<td>52,649</td>
<td>63,309</td>
<td>74,302</td>
<td>83,103</td>
<td>90,933</td>
<td>97,620</td>
</tr>
<tr>
<td>60+ as a percent of Total Population</td>
<td>23.4%</td>
<td>26.0%</td>
<td>28.5%</td>
<td>30.7%</td>
<td>31.8%</td>
<td>32.3%</td>
<td>32.4%</td>
</tr>
<tr>
<td><strong>Escambia County</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Population</td>
<td>38,319</td>
<td>37,788</td>
<td>37,284</td>
<td>36,830</td>
<td>36,421</td>
<td>36,110</td>
<td>35,804</td>
</tr>
<tr>
<td>60+ population</td>
<td>8,035</td>
<td>8,618</td>
<td>9,185</td>
<td>9,487</td>
<td>9,444</td>
<td>9,503</td>
<td>9,297</td>
</tr>
<tr>
<td>60+ as a percent of Total Population</td>
<td>20.4%</td>
<td>22.8%</td>
<td>24.6%</td>
<td>25.8%</td>
<td>25.9%</td>
<td>26.3%</td>
<td>26.0%</td>
</tr>
<tr>
<td><strong>Mobile County</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Population</td>
<td>412,992</td>
<td>415,278</td>
<td>417,652</td>
<td>420,497</td>
<td>423,579</td>
<td>427,278</td>
<td>431,909</td>
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<tr>
<td>60+ population</td>
<td>76,439</td>
<td>87,433</td>
<td>97,044</td>
<td>105,829</td>
<td>109,503</td>
<td>111,344</td>
<td>112,372</td>
</tr>
<tr>
<td>60+ as a percent of Total Population</td>
<td>18.5%</td>
<td>21.0%</td>
<td>23.2%</td>
<td>25.2%</td>
<td>25.9%</td>
<td>26.1%</td>
<td>26.0%</td>
</tr>
</tbody>
</table>

*5 year % change shown in bold parenthese

# 2015 data are not actual counts like Census 2010 but population estimates. They are calculated using U. S. Department of Health and Human Services (US DHHS), Centers for Disease Control and Prevention (CDC) Bridged-Race Population Estimates vintage 2015 that were done in collaboration with the U.S. Census Bureau Population Division.

Note: These projections are driven by population change between Census 2000 and Census 2010, taking into account 2015 population estimates. Data on births and deaths for 2000 to 2010 as well as more recent data from the Alabama Department of Public Health are used to derive birth and death rates for the state and each county.

Figure 5
Mobile County Elderly Population per Square Mile by Census Block Group

Elderly Population per Square Mile
- 0 - 60
- 61 - 165
- 166 - 295
- 296 - 1150
- 1151 - 5936

City Limits
Waterways

Dauphin Island
Figure 6
Mobile County Physically Disabled Population per Square Mile by Census Block Group

Physically Disabled per Square Mile

- 0 - 15
- 16 - 40
- 41 - 75
- 76 - 155
- 156 - 3647

- City Limits
- Waterways

Dauphin Island
Figure 7
Mobile County Mentally Disabled Population per Square Mile by Census Block Group

Mentally Disabled per Square Mile

- 0 - 15
- 16 - 40
- 41 - 75
- 76 - 155
- 156 - 1266

City Limits
Waterways

Dauphin Island
Figure 8
Mobile County Poverty Status per Square Mile by Census Block Group

Poverty Status per Square Mile

- 0 - 25
- 26 - 75
- 76 - 200
- 201 - 450
- 451 - 11019

- City Limits
- Waterways
Figure 9
Baldwin County Elderly Population per Square Mile by Census Block Group

Elderly Population Per Square Mile
- 0 - 60
- 61 - 165
- 166 - 295
- 296 - 1150
- 1151 - 5936

- City Limits
- Waterways
Figure 10
Baldwin County Physically Disabled Population per Square Mile by Census Block Group
Figure 11
Baldwin County Mentally Disabled Population per Square Mile by Census Block Group

Mentally Disabled Per Square Mile
- 0 - 15
- 16 - 40
- 41 - 75
- 76 - 155
- 156 - 1266

Waterways
City Limits
Figure 12
Baldwin County Poverty Status per Square Mile by Census Block Group
Figure 13
Escambia County Elderly Population per Square Mile by Census Block Group

Elderly Population per Square Mile

- 0 - 60
- 81 - 165
- 166 - 295
- 296 - 1150
- 1151 - 5936

City Limits
Major Roadways
Figure 14
Escambia County Physically Disabled Population per Square Mile by Census Block Group

Physically Disabled per Square Mile

- 0 - 15
- 16 - 40
- 41 - 75
- 76 - 155
- 156 - 3547

- City Limits
- Major Roadways
Figure 15
Escambia County Mentally Disabled Population per Square Mile by Census Block Group

Mentally Disabled per Square Mile

- 0 - 15
- 16 - 40
- 41 - 75
- 76 - 155
- 156 - 1266

City Limits

Major Roadways
Figure 16
Escambia County Poverty Status per Square Mile by Census Block Group

Poverty Status per Square Mile

- 0 - 25
- 28 - 75
- 76 - 200
- 201 - 450
- 451 - 11019

- City Limits
- Major Roadways
TRANSIT DEPENDENT POPULATIONS
TRANSIT DEPENDENT POPULATIONS

Transit services that provide transportation that are subject to this coordination serve the elderly, the physically and mentally disabled, and those that live in poverty. For the purposes of this study, populations of those demographics will be referred to as transit dependent populations. Using U. S. Census block group data, population density maps were created to identify pockets of these populations.

Mobile County
As can be seen in Figures 5 through 7, the highest concentrations of the elderly, the disabled, and the poverty stricken in Mobile County are in the urban areas of the cities of Mobile, Semmes, Bayou La Batre, Satsuma, Creola, Saraland, Prichard, Chickasaw, and in the rural areas southwest of Mobile (known as Tillman’s Corner, Theodore and Grand Bay). There are also high concentrations in Citronelle in the north of the county. In addition, there are significant concentrations to the north of Bayou La Batre and west of Prichard and Mobile. It should be noted that except for Bayou La Batre and Citronelle, most all of these dependent populations are concentrated near major transportation routes.

According to the 2010 Census, in Mobile County, there are 76,439 people (18.5% of the total population) age 60 or over. There are 53,321 people (12.9% of the total population) age 65 or over. Based on American Community Survey 2013 Five Year Estimates, in Mobile County the per capita income is $22,501. There are 79,994 people (19.8% of the total population) that live in poverty, and there are 63,786 people (15.7% of the total population) that have a disability.

Baldwin County
In Baldwin County, the highest concentrations of the elderly are in Bay Minette, Spanish Fort, Daphne, Fairhope, and Foley. There are significant concentrations in the rural areas around Bay Minette and in Robertsdale, Foley, Magnolia Springs, Elberta, Gulf Shores, Orange Beach, and just to the east of Perdido Beach (Figure 8). The highest concentrations of the disabled are in and around Bay Minette, Spanish Fort, Daphne, Fairhope, Point Clear, Robertsdale, Magnolia Springs, Foley, and Gulf Shores, with significant populations in Silverhill, Elberta, Perdido Beach, and Orange Beach (Figure 9). The highest concentrations of those who live in poverty are in portions of Bay Minette, Spanish Fort, Daphne, Fairhope and Foley. There are significant populations in Robertsdale, Summerdale, Elberta, Gulf Shores, and Orange Beach (Figure 10).

According to the 2010 Census, in Baldwin County, there are 42,580 people (23.4% of the total population) age 60 or over. There are 30,568 people (16.8% of the total population) age 65 or over. Based on American Community Survey 2013 Five Year Estimates, in Baldwin County the per capita income is $26,766. There are 25,752 people (13.9% of the total population) that live in poverty, and there are 25,923 people (14.0% of the total population) that have a disability.
**Escambia County**
In Escambia County, the highest concentrations of the elderly are in Brewton and Atmore, with significant concentrations in portions of East Brewton (Figure 11). The highest concentrations of disabled are in Brewton and Atmore, with significant concentrations in and around East Brewton and portions of Flomaton, and in the rural areas between Atmore and Flomaton and around the Poarch Creek Native American Reservation (Figure 12). The highest concentrations of poverty status are in Brewton, East Brewton, and Atmore, with significant populations in small pockets a few miles north of Atmore near the Poarch Creek Native American Reservation (Figure 13).

According to the 2010 Census, in Escambia County, there are 8,035 people (21.0% of the total population) age 60 or over. There are 5,812 people (15.2% of the total population) age 65 or over. Based on American Community Survey 2013 Five Year Estimates, in Escambia County the per capita income is $16,540. There are 9,087 people (25.4% of the total population) that live in poverty, and there are 7,222 people (20.3% of the total population) that have a disability.
FINDINGS

The surveys and public outreach efforts provided valuable information to determine the transportation options of the elderly, disabled, and low income populations of Mobile, Baldwin and Escambia Counties. It also revealed issues and concerns with the current transportation options. The survey requested various types of information from transportation providers including the number and type of vehicles, the type of service offered, the hours and days of operation, and the funding source. In addition the survey encouraged both providers and consumers to detail unmet transportation needs and to share any other information about transportation services for the elderly, disabled and low income population.

To further detail the transportation needs of the elderly, disabled, and low income population, the survey requested that destination stakeholders provide details on the location of their clients. The information was used to form a general origin and destination pattern for segments of the population. This origin/destination pattern will enable transportation providers to better gauge the needs of the population.

Service Areas and Restrictions of Transportation Providers

One purpose of this Plan is to determine the current available private/nonprofit, and public agency transportation options for the elderly, disabled, and low income population of the region. The survey results provided a clearer picture of the various hurdles present for this population. Various nonprofit agencies offer transportation services; however, oftentimes, these services are not offered to their home or destination or at the time transportation is needed. In addition, most agencies place restrictions on who may use the transportation service they provide. Table 3 details the service areas and restrictions of 5310, JARC (5316), and New Freedom (5317) providers in Mobile County, and Figure 17 illustrates the service areas of these providers.

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Service Area</th>
<th>Days/Hours</th>
<th>Restrictions</th>
<th>Federal Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Saraland</td>
<td>Saraland City Limits</td>
<td>Weekdays - 8 am to 5 pm</td>
<td>Must be elderly or disabled</td>
<td>5310</td>
</tr>
<tr>
<td>City of Satsuma</td>
<td>Satsuma City Limits</td>
<td>Weekdays - 8 am to 2 pm</td>
<td>Must be elderly or disabled</td>
<td>5310</td>
</tr>
<tr>
<td>City of Prichard</td>
<td>Prichard City Limits</td>
<td>Weekdays - 8:30 am to 1:30 pm</td>
<td>Must be elderly or disabled</td>
<td>5310</td>
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<tr>
<td>Goodwill Easter Seals</td>
<td>Mobile County</td>
<td>Weekdays - 8 am to 5 pm</td>
<td>Participant in a Goodwill Easter Seals Program</td>
<td>5310</td>
</tr>
<tr>
<td>Organization</td>
<td>Location</td>
<td>Days</td>
<td>Age/Criteria</td>
<td>Zip Codes</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>---------------</td>
<td>-------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>South Alabama CARES</td>
<td>Mobile County</td>
<td>Weekdays</td>
<td>NA</td>
<td>5310</td>
</tr>
<tr>
<td>Dumas Wesley Community Center</td>
<td>Emerson Garden, Frank L. Boykin Tower, Central Plaza Tower, Bayou Street Senior Apartments, Oaklawn Homes (Baltimore Street), Roger Williams, R.V. Taylor Plaza, Birdville, and Happy Hill; area around these Mobile Housing Board Projects</td>
<td>Weekdays - 8 am to 4 pm; 60 years old and above</td>
<td>5310</td>
<td></td>
</tr>
<tr>
<td>Dearborn YMCA</td>
<td>Old Shell Road, Spring Hill Avenue, Summerville, St. Stephens Road, M.L. King</td>
<td>Weekdays - 7:30 am to 2:30 pm; Saturday - 8 am to 12 pm</td>
<td>60 years old and above</td>
<td>5310</td>
</tr>
<tr>
<td>Alta Pointe</td>
<td>Mobile County</td>
<td>Weekdays</td>
<td>Program participant</td>
<td>5310</td>
</tr>
<tr>
<td>The Learning Tree</td>
<td>Mobile County</td>
<td>Weekdays</td>
<td>Program participant</td>
<td>5310</td>
</tr>
<tr>
<td>Mobile Association of Retarded Citizens (MARC)</td>
<td>Mobile County</td>
<td>Weekdays</td>
<td>Program participant</td>
<td>5310, 5316</td>
</tr>
<tr>
<td>MOWA Band of Choctaw Indians</td>
<td>Tribal Lands</td>
<td>Weekdays</td>
<td>Tribal Elderly</td>
<td>5310</td>
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<tr>
<td>Mulherin Custodial Home</td>
<td>NA</td>
<td>NA</td>
<td>Must be a resident of the home</td>
<td>5310</td>
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<tr>
<td>Volunteers of America</td>
<td>Volunteers of America Group homes, apartments and day training programs</td>
<td>Weekdays, Weekends</td>
<td>Program participant or resident</td>
<td>5310</td>
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<tr>
<td>Mount Calvary Baptist Church</td>
<td>City Limits of Mobile, Prichard, Chickasaw, Saraland, Satsuma, and Creola</td>
<td>Weekdays</td>
<td>Must be elderly</td>
<td>5310</td>
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<tr>
<td>Independent Living Center of Mobile</td>
<td>15 mile radius of Independent Living Center</td>
<td>Weekdays</td>
<td>60 years old and above or disabled</td>
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<tr>
<td>City of Bayou La Batre</td>
<td>Bayou La Batre City Limits</td>
<td>Weekdays</td>
<td>Must be elderly or disabled</td>
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<tr>
<td>Agency Name</td>
<td>Service Area</td>
<td>Days/Hours</td>
<td>Restrictions</td>
<td>Federal Funds</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>---------------</td>
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<tr>
<td>AHEPA</td>
<td>AHEPA 310 Apartment Residents</td>
<td>9:00 am to 5:00 pm</td>
<td>Must be elderly or disabled residents of AHEPA 310 Apartments</td>
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<tr>
<td>Mercy Life</td>
<td>Prichard, Saraland, downtown Mobile, Northwest Mobile, Southwest Mobile, Theodore Dawes, Irvington, Bayou La Batre, Dauphin Island</td>
<td>Weekdays - 8 am to 6 pm</td>
<td>55 years or older; health problems that qualify for nursing home care</td>
<td>5310</td>
</tr>
<tr>
<td>Mobile Bay Transportation</td>
<td>Mobile County</td>
<td>everyday</td>
<td>Must be elderly, Disabled, or low income</td>
<td>5310, 5316, 5317</td>
</tr>
</tbody>
</table>

The Federal Transit Administration only requires 5310, 5316 and 5317 funds be coordinated by the Coordinated Human Services Plan, but because the United We Ride Initiative will eventually require coordination of all federal funds, all funding sources were inventoried in the survey to the stakeholders. Table 4 details the transportation providers that receive other funding sources.

**Table 4**

*Service Areas and Restrictions for Other Service Providers in Mobile County*

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Service Area</th>
<th>Days/Hours</th>
<th>Restrictions</th>
<th>Federal Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Wave Transit System</td>
<td>Fixed routes throughout the City of Mobile with some service in the City of Prichard</td>
<td>Weekdays 5am to 7pm; Saturdays 6am to 7pm</td>
<td>No restrictions</td>
<td>5307, 5339</td>
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<tr>
<td>UJ Robinson Memorial Center Inc.</td>
<td>Within 10.5 miles of center</td>
<td>Weekdays</td>
<td>Enrolled in Adult Daycare program</td>
<td>Older Americans Act</td>
</tr>
<tr>
<td>Catholic Social Services - SAIL Sites</td>
<td>Mother of Mercy SAIL - Plateau, Magazine Point, Hills Prince of Peace SAIL - Birdville, Texas Street</td>
<td>Weekdays only</td>
<td>Enrolled in program at either Mother of Mercy SAIL or Prince of Peace SAIL</td>
<td>5309</td>
</tr>
<tr>
<td>Providence SAIL/ Providence Hospital Outreach Services</td>
<td>2 mile radius of Senior Center (35 N. Cody Road)</td>
<td>Weekdays</td>
<td>60 years old and above, a program participant, and/or their spouse</td>
<td>Private, Title III</td>
</tr>
<tr>
<td>City of Citronelle/ SAIL</td>
<td>Citronelle City Limits</td>
<td>Weekdays from 9 am to 1 pm</td>
<td>60 years old and above</td>
<td>5309</td>
</tr>
<tr>
<td>Thomas Sullivan SAIL</td>
<td>2 mile radius of Senior Center (351 N. Catherine Street)</td>
<td>Weekdays - 9 am to 2 pm</td>
<td>Program Participant</td>
<td>City of Mobile, Title III</td>
</tr>
<tr>
<td>Agency Name</td>
<td>Service Area</td>
<td>Days/Hours</td>
<td>Restrictions</td>
<td>Federal Funds</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>--------------------------------</td>
<td>---------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>City of Orange Beach</td>
<td>City of Orange Beach</td>
<td>Recreational use</td>
<td>Participant must be 60 years or older</td>
<td>5310</td>
</tr>
<tr>
<td>Baldwin County Mental Health</td>
<td>Baldwin County</td>
<td>Everyday</td>
<td>Residents of Baldwin County Mental Health Center Group homes or participants in day treatment programs</td>
<td>5310</td>
</tr>
<tr>
<td>City Of Robertsdale</td>
<td>Thirty Mile Radius of Thames Senior Center</td>
<td>Weekdays</td>
<td>Participant must be 60 years or older</td>
<td>5310</td>
</tr>
<tr>
<td>Goodwill Easter Seals</td>
<td>Baldwin County</td>
<td>Weekdays only (hours vary)</td>
<td>Participant in a Goodwill Easter Seals Program</td>
<td>5310</td>
</tr>
</tbody>
</table>

Table 5 details the service areas and restrictions Section 5310, JARC (5316), and New Freedom (5317) providers in Baldwin County, and Figure 18 illustrates the service areas of these providers.
| South Alabama CARES | Baldwin County | Weekdays | NA | 5310 |

Table 6 details the service providers in Baldwin County that utilize other funding sources to deliver transportation to the elderly, low income or disabled population.

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Service Area</th>
<th>Days/Hours</th>
<th>Restrictions</th>
<th>Federal Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town of Loxley Senior Program (New Recipient)</td>
<td>NA</td>
<td>NA</td>
<td>Civic Center Use only</td>
<td>5309</td>
</tr>
<tr>
<td>City of Daphne</td>
<td>Did Not Respond to Survey</td>
<td>Did Not Respond to Survey</td>
<td>Did Not Respond to Survey</td>
<td>5309, Title III</td>
</tr>
<tr>
<td>City of Gulf Shores (New Recipient)</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>5309</td>
</tr>
<tr>
<td>City of Bay Minette</td>
<td>Did Not Respond to Survey</td>
<td>Did Not Respond to Survey</td>
<td>Did Not Respond to Survey</td>
<td>5309</td>
</tr>
<tr>
<td>James P. Nix Center/City of Fairhope</td>
<td>Within a 10 mile radius of the Fairhope/Montrose City Limits</td>
<td>Weekdays 7:30 am to 2 pm</td>
<td>NA</td>
<td>5309</td>
</tr>
<tr>
<td>Community Action Agency of Baldwin</td>
<td>Baldwin County</td>
<td>Weekdays</td>
<td>Head Start participant</td>
<td>Other</td>
</tr>
<tr>
<td>City of Bay Minette Senior Program</td>
<td>Did Not Respond to Survey</td>
<td>Did Not Respond to Survey</td>
<td>Did Not Respond to Survey</td>
<td>5309, Title III</td>
</tr>
<tr>
<td>City of Orange Beach</td>
<td>City of Orange Beach</td>
<td>Recreational use</td>
<td>Participant must be 60 years or older</td>
<td>5309</td>
</tr>
<tr>
<td>Baldwin Regional Area Transportation System (BRATS)</td>
<td>Baldwin County</td>
<td>Weekdays 5:30 am to 7 pm; Limited service on weekends and holidays</td>
<td>No Restrictions</td>
<td>5307, 5309, 5311, JARC, Title III</td>
</tr>
<tr>
<td>Town of Summerdale</td>
<td>Did Not Respond to Survey</td>
<td>Did Not Respond to Survey</td>
<td>Did Not Respond to Survey</td>
<td>Title III</td>
</tr>
</tbody>
</table>

Table 7 details the service areas and restrictions 5310, JARC (5316), and New Freedom (5317) providers in Escambia County, and Figure 19 illustrates the service areas of these providers.
Table 7
Service Areas and Restrictions for 5310, 5316, or 5317 Providers in Escambia County

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Service Area</th>
<th>Days/Hours</th>
<th>Restrictions</th>
<th>Federal Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Atmore Senior Center</td>
<td>Within a 5 mile radius of the Atmore City Limits</td>
<td>Other</td>
<td>SAIL Center participant</td>
<td>5310</td>
</tr>
<tr>
<td>Poarch Creek Indians</td>
<td>Poarch Creek Indian Tribal Lands</td>
<td>NA</td>
<td>Elderly or disabled member of the tribe</td>
<td>5310</td>
</tr>
<tr>
<td>Escambia County Alabama Transit System (ECATS)</td>
<td>Escambia County</td>
<td>Weekdays</td>
<td>No Restrictions</td>
<td>5316</td>
</tr>
<tr>
<td>South Alabama CARES</td>
<td>Escambia County</td>
<td>Weekdays</td>
<td>NA</td>
<td>5310</td>
</tr>
</tbody>
</table>

Table 8 details the service providers in Escambia County that utilize other funding sources to deliver transportation to the elderly, low income or disabled population.

Table 8
Service Areas and Restrictions for Other Service Providers in Escambia County

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Service Area</th>
<th>Days/Hours</th>
<th>Restrictions</th>
<th>Federal Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southwest Alabama Mental Health/ Mental Retardation Board, Inc.</td>
<td>Fixed route system over entire county</td>
<td>Weekdays</td>
<td>Compass (school age kids only), Disabled Adults</td>
<td>Medicaid</td>
</tr>
<tr>
<td>Escambia County Alabama Transit System (ECATS)</td>
<td>Escambia County</td>
<td>Weekdays</td>
<td>No Restrictions</td>
<td>5309, 5311, JARC</td>
</tr>
<tr>
<td>Escambia County Agency on Aging</td>
<td>Escambia County</td>
<td>Weekdays</td>
<td>Meals on Wheels and elderly</td>
<td>5309, Title III</td>
</tr>
<tr>
<td>City of Atmore Senior Center</td>
<td>Within a 5 mile radius of the Atmore City Limits</td>
<td>Other</td>
<td>SAIL Center participant</td>
<td>5309</td>
</tr>
<tr>
<td>Poarch Band of Creek Indians</td>
<td>Tribal Lands</td>
<td>NA</td>
<td>Member of the tribe</td>
<td>Title III</td>
</tr>
<tr>
<td>Town of Flomaton</td>
<td>Did not Respond to Survey</td>
<td>Did not Respond to Survey</td>
<td>Did not Respond to Survey</td>
<td>Title III</td>
</tr>
<tr>
<td>City of East Brewton</td>
<td>Did not Respond to Survey</td>
<td>Did not Respond to Survey</td>
<td>Did not Respond to Survey</td>
<td>Title III</td>
</tr>
</tbody>
</table>

If an individual does not qualify or is not in a service area of any private/nonprofit or public agency
transportation service providers, then the individual has to either not take the trip or use private transportation providers. While the benefit of these services is unlimited mobility, the cost is often prohibitive to the majority of the population. Table 9 details the private transportation providers throughout the region that responded to the survey.

<table>
<thead>
<tr>
<th>Company</th>
<th>Service Area</th>
<th>Hours/Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Bay Transportation</td>
<td>Mobile and Baldwin Counties</td>
<td>Everyday 5 am to 11 pm</td>
</tr>
<tr>
<td>Company, Inc</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile Airport Authority</td>
<td>Mobile City Limits</td>
<td>Everyday 4:30 am to last flight</td>
</tr>
<tr>
<td>Home Instead Senior Care</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Colonial Trailways</td>
<td>State of Alabama</td>
<td>24 hours a day/7 days a week</td>
</tr>
</tbody>
</table>

Capacity of Transportation Providers

There are numerous transportation providers that cater to the elderly, disabled, and low income citizens of the region. The providers range from public businesses to senior centers to nonprofit associations to agencies. Each agency/company has limitation on the volume of services they can offer. Because of equipment requirements, each entity may not be able to offer services to individuals of varying degrees of mobility. Table 10 details the type of vehicles, the type of service operated and the level of mobility served for 5310, 5316 and 5317 transportation providers serving Mobile County.

<table>
<thead>
<tr>
<th>Program/Company</th>
<th>Vehicle Type (#)</th>
<th>Lift (#)</th>
<th>Type Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goodwill Easter Seals</td>
<td>Van (3), Van with wheelchair section (3)</td>
<td>Yes (3)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>City of Prichard</td>
<td>Buses (4)</td>
<td>Yes (2)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>City of Satsuma</td>
<td>Buses (2) Van (1)</td>
<td>Yes (3)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>City of Saraland</td>
<td>Vans (5)</td>
<td>Yes (5)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>South Alabama CARES</td>
<td>Bus (1)</td>
<td>Yes (1)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Dumas Wesley Community Center *</td>
<td>Station Wagon (1), Goshen Vans (1), Van (1)</td>
<td>No</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Dearborn YMCA</td>
<td>Bus (1)</td>
<td>No</td>
<td>Demand Response with fixed transfer stations</td>
</tr>
<tr>
<td>AHEPA 310</td>
<td>Vans (5)</td>
<td>Yes (5)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Program/Company</td>
<td>Vehicle Type (#)</td>
<td>Lift (#)</td>
<td>Type Service</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>------------------------</td>
<td>----------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>UJ Robinson Memorial Center Inc.</td>
<td>Vans (3)</td>
<td>No</td>
<td>Demand Response with fixed transfer stations</td>
</tr>
</tbody>
</table>

Table 11 details the service providers in Mobile County that utilize other funding sources to deliver transportation to the elderly, low income or disabled population.
<table>
<thead>
<tr>
<th>Program/Company</th>
<th>Vehicle Type (#)</th>
<th>Lift (#)</th>
<th>Type Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colonial Trailways</td>
<td>Bus (26)</td>
<td>Yes (1)</td>
<td>Bus Charters</td>
</tr>
<tr>
<td>Mobile Bay Transportation Company Inc.</td>
<td>Vans, Minivans, Sedans, Wheelchair Vans</td>
<td>Yes ()</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Catholic Social Services, SAIL Sites</td>
<td>Astro Vans (2)</td>
<td>No</td>
<td>Demand Response</td>
</tr>
<tr>
<td>The Wave Transit System *</td>
<td>Bus (43), Paratransit (33)</td>
<td>Yes</td>
<td>Fixed Route, Demand Response</td>
</tr>
<tr>
<td>Providence SAIL/Providence Hospital</td>
<td>Van (1)</td>
<td>No</td>
<td>Demand Response</td>
</tr>
<tr>
<td>City of Citronelle SAIL</td>
<td>Bus (1)</td>
<td>No</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Mobile Airport Authority</td>
<td>Vehicles (2)</td>
<td>Yes (1)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>City of Saraland/Saraland SAIL</td>
<td>Van (1)</td>
<td>No</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Thomas Sullivan SAIL</td>
<td>Van (1)</td>
<td>No</td>
<td>Demand Response with fixed transfer stations</td>
</tr>
<tr>
<td>H.E. Savage Center, Healthcare for the Homeless</td>
<td>SUV (1), Van (1)</td>
<td>No</td>
<td>Demand Response</td>
</tr>
<tr>
<td>City of Mobile Parks and Recreation/Trinity Garden SAIL</td>
<td>Van (1)</td>
<td>Yes (1)</td>
<td>Fixed Route</td>
</tr>
<tr>
<td>Senior Citizens Services, Inc.</td>
<td>Bus (1), Van (1)</td>
<td>Yes (1)</td>
<td>Demand Response</td>
</tr>
</tbody>
</table>

Table 12 details the type of vehicles, the type of service operated and the level of mobility served for 5310, 5316 and 5317 transportation providers serving Baldwin County.

Table 12
5310, 5316 and 5317 Transportation Providers’ Vehicles and Capacity in Baldwin County

<table>
<thead>
<tr>
<th>Program/Company</th>
<th>Vehicle Type (#)</th>
<th>Lift (#)</th>
<th>Type Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goodwill Easter Seals</td>
<td>Van (1), Van with wheelchair section (1)</td>
<td>Yes (1)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>South Alabama CARES</td>
<td>Bus (1)</td>
<td>Yes (1)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>City of Orange Beach *</td>
<td>Bus (2)</td>
<td>Yes (2)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Baldwin Regional Area Transportation System (BRATS) *</td>
<td>Bus (49) Vans (2)</td>
<td>Yes (Lifts 49) Ramps (2)</td>
<td>Demand Response with fixed transfer stations</td>
</tr>
<tr>
<td>Baldwin County Mental Health *</td>
<td>Goshen Coach (2), Commuter Van (2)</td>
<td>No</td>
<td>Other</td>
</tr>
</tbody>
</table>

* Additional vehicles may be shown not funded with 5310, 5316 or 5317
Table 13 details the service providers in Baldwin County that utilize other funding sources to deliver transportation to the elderly, low income or disabled population.

Table 13
Other Transportation Providers' Vehicles and Capacity in Baldwin County

<table>
<thead>
<tr>
<th>Program/Company</th>
<th>Vehicle Type (#)</th>
<th>Lift (#)</th>
<th>Type Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colonial Trailways</td>
<td>Bus (26)</td>
<td>Yes (1)</td>
<td>Bus Charters</td>
</tr>
<tr>
<td>Mobile Bay Transportation Company, Inc</td>
<td>Vans, Minivans, Sedans, Wheelchair Vans</td>
<td>Yes (1)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>City of Robertsdale</td>
<td>Did not Respond to Survey</td>
<td>Did not Respond to Survey</td>
<td>Did not Respond to Survey</td>
</tr>
<tr>
<td>City of Daphne</td>
<td>Did not Respond to Survey</td>
<td>Did not Respond to Survey</td>
<td>Did not Respond to Survey</td>
</tr>
<tr>
<td>City of Gulf Shores</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>City of Bay Minette</td>
<td>Did not Respond to Survey</td>
<td>Did not Respond to Survey</td>
<td>Did not Respond to Survey</td>
</tr>
<tr>
<td>Town of Loxley</td>
<td>Commuter Van (1)</td>
<td>No</td>
<td>Other</td>
</tr>
<tr>
<td>James P. Nix Center/ City of Fairhope</td>
<td>Bus (1), Van (1)</td>
<td>Yes (1)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Community Action Agency of Baldwin County</td>
<td>Buses (10), Vans (3)</td>
<td>Unknown</td>
<td>Fixed Route</td>
</tr>
</tbody>
</table>

Table 14 details the type of vehicles, the type of service operated and the level of mobility served for 5310, 5316 and 5317 transportation providers serving Escambia County.

Table 14
5310, 5316 and 5317 Transportation Providers' Vehicles and Capacity in Escambia County

<table>
<thead>
<tr>
<th>Program/Company</th>
<th>Vehicle Type (#)</th>
<th>Lift (#)</th>
<th>Type Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Atmore *</td>
<td>Vans (2)</td>
<td>No</td>
<td>Other</td>
</tr>
<tr>
<td>South Alabama CARES</td>
<td>Bus (1)</td>
<td>Yes</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Poarch Creek Indians</td>
<td>Van (1)</td>
<td>Yes (1)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Escambia County Alabama Transit System (ECATS) *</td>
<td>Van (10)</td>
<td>Yes (4)</td>
<td>Demand Response with fixed transfer stations</td>
</tr>
</tbody>
</table>

* Additional vehicles may be shown not funded with 5310, 5316 or 5317
Table 15 details the service providers in Escambia County that utilize other funding sources to deliver transportation to the elderly, low income or disabled population.

Table 15
Other Transportation Providers' Vehicles and Capacity in Escambia County

<table>
<thead>
<tr>
<th>Program/Company</th>
<th>Vehicle Type (#)</th>
<th>Lift (#)</th>
<th>Type Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colonial Trailways</td>
<td>Bus (26)</td>
<td>Yes (1)</td>
<td>Bus Charters</td>
</tr>
<tr>
<td>Mobile Bay Transportation Company, Inc</td>
<td>Vans, Minivans, Sedans, Wheelchair Vans</td>
<td>Yes (1)</td>
<td>Demand Response</td>
</tr>
<tr>
<td>Southwest Alabama Mental Health/ Mental Retardation Board, Inc.</td>
<td>Vans (3) - Atmore Compass; Vans (5) - Brewton Day Rehab</td>
<td>No</td>
<td>Demand Response with fixed transfer stations</td>
</tr>
<tr>
<td>Escambia County Agency on Aging</td>
<td>Bus (5), Van (2)</td>
<td>No</td>
<td>Demand Response with fixed transfer stations</td>
</tr>
</tbody>
</table>