

OAA Core Formula-Based & Other Non-Formula Based Programs

GOAL 1: Provide strong and effective core OAA and other home-and community-based services programs while strengthening oversight and quality management

Objective 1.1: Structure Title III and V services to help older adults stay at home and in their communities and explore coordination of programs within Title VI

	STRATEGY	PROJECTED OUTCOME
III-B	Provide a volunteer housecleaning service to help older adults live independently and stay in their own homes.	Improve ability to age in place by providing housekeeping services to low-income older adults with 2 or more ADLs. Reduce social isolation and associated health impacts among isolated older adults.
	Provide Circle of Friends volunteer-supported friendly calling program for phone visitation by matched friends to reduce social isolation in older adults who self-identify as isolated.	
III-C	Provide 25 senior nutrition centers, including a MOWA tribal senior center, and one home delivered only nutrition center in PSA locating centers to target those with greatest economic and social need.	Older adults at greatest economic and social need will have increased access to nutrition, education, and recreation services and socialization opportunities. Homebound older adults will have increased availability of nutritious meals and brief safety checks.
	Provide dedicated staff to manage regional Frozen Door to Door Meal Program, including waitlist, to maximize availability of home delivered meals to at-risk older adults.	
III-D	Additional AAA staff become Master Trainer for A Matter of Balance Fall Prevention Program and teach and oversee volunteer instructors.	Increase in availability in region of AMOB and Bingocize classes and increase participation rates among older adults.
	Additional AAA staff are trained to teach and train volunteers in Bingocize and oversee volunteer instructors.	
Title V	Callers into ADRC seeking employment for income support will be advised of SCSEP opportunities and referred as needed.	Improve financial health, social connection and independence of older adults through participation in the workforce. Stabilize and increase participation in SCSEP through successful placements at both stations and unsubsidized employers.
	SARPC will explore methods to strengthen SCSEP through work with ADSS, seek additional transportation resources for participants, recruit additional host agencies, provide additional participant training programs, and increase marketing of the SCSEP program.	

Objective 1.2: Strengthen Alabama's State Long-Term Care Ombudsman program that strives to serve residents in all facility settings

	STRATEGY	PROJECTED OUTCOME
VII	Provide training for residents, family members, facility staff and the community on Ombudsman services, residents rights and the Gateway program.	Increase awareness of services provided by the LTC Ombudsman and Gateway

	Work collaboratively with the AL Dept of Public Health and State Ombudsman to address complaints and concerns regarding residents in LTC by receiving notifications from ADPH surveyors when they enter and exit LTC facilities.	programs as indicated by increased contacts and successful transitions. Increased knowledge of abuse, neglect, exploitation and how to recognize and report concerns for intervention.
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Objective 1.3: Work to continue assisting Alabama's population with high quality non-formula-based services while integrating these services with OAA core programs

	STRATEGY	PROJECTED OUTCOME
ADRC	Integrated Benefit Enrollment Center within ADRC operations to strengthen One Door Alabama services.	Older adults and people with disabilities who contact the AAA will receive comprehensive screening to include available public and private benefits to improve their financial security and independence. Increased outreach to people at greatest economic and social need through targeted campaigns by PR Specialist.
	Employ PR Specialist to provide outreach and marketing of key ADRC services in the region through multiple sources.	
SHIP/MIPPA	Train county level Council on Aging staff to provide SHIP counseling to improve local access to SHIP services, and local assistance during Open Enrollment.	Increase in Medicare beneficiaries receiving assistance with Medicare, Medicaid benefits and assistance during Open Enrollment with plan evaluation and selection.
	Provide Medicare Savings Program screening and application assistance through both the SHIP program and the ADRC on a routine basis.	Increase Medicare beneficiaries who are screened and found eligible for a Medicare Savings Program or LIS and are successfully enrolled.
SMP	Provide at least one fraud summit annually in the region and promote new SMP Tracker ap and SMP through outreach and marketing of AAA services.	Increase Medicare beneficiaries and caregivers' awareness of Medicare Fraud and related scams and how to make a report of suspected fraud.
	Provide at least one SMP staff/volunteer training annually	
SenioRx	Partner with Ozanam Charitable Pharmacy and Federally Qualified Health Centers to support access to SenioRx program.	Improve success of local SenioRx program in retaining clients, reaching new enrollees, and assisting with refills of medications. Increase in new enrollments in SenioRx program and assist more people in local community in obtaining needed medications.
	Explore working with disability attorneys to reach people with chronic health problems by providing affordable medications via SenioRx while they await disability determination and insurance coverage.	

Objective 1.4: For prevention and detection, strengthen responses to elder abuse, neglect, and exploitation through Title VII, Adult Protective Services, legal services, law enforcement, health care professionals, financial institutions, and other partners

	STRATEGY	PROJECTED OUTCOME
	Support Volunteer Guardianship Program in Mobile County to support vulnerable, incapacitated older adults.	

	Provide Legal Services for the Elderly in the region to include support of the LTC Ombudsman and AL Cares programs.	<p>Increased numbers of incapacitated older adults have vetted, responsible guardians to oversee their care.</p> <p>An Elder Law Attorney is routinely available for consultation to help identify and report exploitation and other forms of elder abuse and to secure appropriate interventions, improving outcomes for adults in need of protection.</p>
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Objective 1.5: Expand Alabama's dementia and Alzheimer's education and direct service efforts promoting prevention, detection, and treatment

	STRATEGY	PROJECTED OUTCOME
Dementia Services	Provide the Second Wind Dreams virtual reality experience to paid and unpaid caregivers, advocates, and interested people which simulates a person living with dementia and provides associated educational materials in a small discussion group setting.	Increased Alzheimer's education and understanding of the lived experience of people with dementia provided to paid and unpaid caregivers, staff and members of the public.
	Provide dementia training at 3 Caregiver Colleges annually, one in each County in the region, and enroll caregivers in SARPC's caregiver enewsletters and constant contact blasts to support continued dementia and Alzheimer's education and information on resources.	Caregivers of people with Alzheimer's or related dementia will have increased education and knowledge of available prevention, detection, treatment and needed health and supportive services.

Objective 1.6: Improve quality management and accountability of all programs by improving data collection through the information technology (IT) infrastructure, increasing training and technical assistance opportunities with partners, and strengthening desk review and monitoring processes.

	STRATEGY	PROJECTED OUTCOME
Data Reporting (IT)	SARPC works with ADSS staff on IT reporting updates, new definitions, system limitations or errors and modifications to myADSS, and will advocate for improvements needed in state data collection systems that present local challenges or inadequate data or reports. SARPC will work with Al Dept of Human Resources to implement new statewide partner on-line SNAP application that allows AAAs to access client applications to assist with submissions and successful enrollments.	<p>Improved functionality and efficiency of data systems and accurate reporting of program participants and services to improve operations and accountability.</p> <p>Improved success of AESAP/SNAP applications submitted by AAA.</p> <p>Improvements in data reporting systems results in improvements in program</p>

	Work with the AL Association on AAAs on review of needed data systems not provided by state agencies such as the Peer Place case management system, FamCare for Medicaid Waiver, etc. and work with sister agencies and contractors on needed training, improvements or new system purchases. Work with a4a on requests to state agencies on needed improvements or replacement of legacy systems that are no longer adequate or require duplicative data reporting among commonly used statewide systems.	operations, allowing for adjustments to program design or reallocation of resources to better meet Area Plan goals and the needs of the community.
Training	SARPC provides on-going training to all Title III nutrition center contractors, monthly oversight, and data corrections when indicated, given the challenges center managers experience with service definitions and data management. SARPC participates in ADSS provided training and state monitoring activities.	Improved data to assess outcomes and performance, budgeting and expenditure across all programs to improve quality and accountability.
	SARPC trains all non-nutrition providers at time of contract awards on service descriptions, data management and myADSS system and annually during assessments, and as needed in review of quarterly data.	Area Agency on Aging staff and contractors will be current and compliant with regulations, with strong tools to monitor performance.
Monitoring	Continue monthly/quarterly desk review process for each OAA program, state program, and other grant programs that include regular reviews of budgetary spending.	Improved performance through monitoring for continuous quality improvement, reporting and budget compliance, and progress toward goals of the Area Plan to include reaching older adults at greatest economic and social need to improve performance.
	Annual desk review or in-person monitoring (Field visits in alternating years) to ensure contractor compliance, including targeting demographics and expenditure review. Annual review of contracts to assess contractors service delivery in comparison to priorities under Area Plan.	

Preparedness, Response, & Recovery

GOAL 2: Plan for future emergencies, encouraging healthy and independent lives

Objective 2.1: Increase education and access to services to combat the negative health effects associated with social isolation

	STRATEGY	PROJECTED OUTCOME
	Provide Circle of Friends program in the region to match screened volunteers with isolated older adults for friendly visits by phone.	Decrease the negative health and mental health impacts of social isolation among older adults.
	Train senior center managers on the negative health and mental health impacts of loneliness and encourage them to encourage participation in the centers and reach out to former participants and the homebound.	

Objective 2.2: Assist target population with accessing assistive technology through services and partnerships to combat falls and increase independence

	STRATEGY	PROJECTED OUTCOME
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	Provide ongoing education to SARPC AAA and MW staff, ADRC, and caregivers about resources to acquire assisted technology through the AL Dept of Rehabilitation Services STAR program	Older adults and caregivers will have increased access to needed assisted technology for greater independence.
	Collaborate locally with Goodwill Gulf Coast and Easter Seals to advise seniors on availability of free and loaner assisted technology and mobility supports.	Increased independence and reduced falls among older adults who gain access to free or low cost assistive technology.
Objective 2.3: Revisit the ADSS emergency preparedness planning processes to properly plan for future disasters		
	STRATEGY	PROJECTED OUTCOME
	SARPC updates regional local disaster plan annually and provides copies to staff and ADSS.	Better prepared to respond to emergencies and disasters in the service area to assist older adults and people with disabilities.
	SARPC provides annual disaster training to all AAA and MW staff and participates in local VOAD committees and select training courses.	Better prepared to maintain program operations and services during emergency conditions.

Equity

GOAL 3: Reach and serve individuals with the greatest economic and social need

Objective 3.1: Ensure all OAA and other grant programs target those with the greatest economic and social needs

	STRATEGY	PROJECTED OUTCOME
	Requests for proposals from potential contractors must describe plan to target older adults with the greatest economic and social needs. Awards consider extent proposed services reach target populations. Collaboration with Native American Indian Tribal Nations located in service area is among targeting criteria.	Increased access to Older American Act funded services for older adults at greatest economic and social needs as described in Area Plan.
	Expand training available through intranet and HR platform to provide easily accessible continuing education to new and existing employees to improve staff understanding and response to the needs of the vulnerable populations we serve, such as culturally competent care, trauma-informed care, person-centered care, and other related practices.	Reduced disparities in service access and outcomes among the underserved.

Objective 3.2: Ensure all LTSS participants are assessed in a person-centered manner while services to be implemented are driven by the participant

	STRATEGY	PROJECTED OUTCOME
	MW, Alabama Cares and ADRC staff participate in AMA and ASN provided training, CEU opportunities, conferences, webinars and on-line staff training resources on person-centered thinking training.	Staff are competent in person-centered care processes which improve LTSS assessments and participant experience.
	Person-centered thinking training offered to all AAA staff on-line to improve agency services to the public.	Those assessed for services are more empowered to make their own choices.

Objective 3.3: Use No Wrong Door collaborations to address social determinants of health

	STRATEGY	PROJECTED OUTCOME
	Collaborate with Medicare and Medicaid health plans, HCBS network, and discharge planners to provide select services that address social determinants of health, such as home delivered meals, social isolation interventions, identify transportation services, and financial and medication assistance.	Access to available services will contribute to health improvements among older adults and people with disabilities.
	Partner with community-based organizations to support a robust array of affordable services needed by older adults and people with disabilities to address social determinants of health.	Social service and other community-based organizations will increase responsiveness and service delivery for older adults who need services to support positive health outcomes.

Expanding Access to HCBS

GOAL 4: Coordinate and maintain strong and effective HCBS for older adults and people with disabilities

Objective 4.1: Work to increase access to transition services from facility and hospital settings to allow the best scenario for aging in place

	STRATEGY	PROJECTED OUTCOME
	Ongoing targeted marketing and outreach to staff, residents and families of residents regarding availability of transition services through Gateway to Community Living program.	Improved ability of people on Medicaid to successfully transition to home and community-based services and leave institutional care at a nursing facility.
	Ongoing targeted marketing and outreach to hospitals and discharge planners in the service area about Hospital to Home program operated through SARPC to provide individuals on Medicaid the ability to return home and receive home and community-based services post-discharge from a hospital.	Improved ability of people on Medicaid to reduce hospital stays and avoid or delay nursing home placements by receiving immediate care at home.

Objective 4.2: Better coordinate aging network services with Alabama's Medicaid Waiver services

	STRATEGY	PROJECTED OUTCOME
	ADRC accepts and screens all calls for Medicaid Waiver Services providing robust assessment and needed referrals. Peer Place tracks callers throughout the referral process, and AAA staff and MW manager can view individuals' services and referral history. Request additional ADRC staff to address large MW call volume.	Improved access to affordable services for individuals seeking Medicaid HCBS through the provision of accurate information on services and income support available to enhance independence and the ability to remain in home and the community.
	New staff orientation includes services available through AAA and MW. Annual training of MW staff by ADRC is provided to improve coordination of services between aging and MW.	Improved access to needed wrap-around community services for individuals receiving Medicaid Waiver HCBS to support independence and health.

Objective 4.3: Attempt to create new support services, increase funding/access to existing services, or partner/collaborate with existing resources for better resource coverage

	STRATEGY	PROJECTED OUTCOME
	Apply for grant funding from national organizations, other federal grants, local foundations, other state agencies and local government to expand needed services.	Funding obtained from AmeriCorps (CNCS), National Council on Aging, AARP Foundation, ADHR, AUM, performance contracts from Mobile County, City of Mobile, etc. Funding awards allows the provision of new or expanded services beyond available OAA funding. Volunteers provide unpaid services for new programs or expand access to existing services for older adults.
	Utilize volunteer programs to offer select community services such as tax counseling and preparation, social isolation programs involving friendly callers, housecleaning services, SHIP and SMP volunteers, etc.	

Caregiving (Title III-E (Alabama CARES)) and Alabama Lifespan Respite (ALR)

GOAL 5: Engage, educate, and assist caregivers regarding caregiving rights and resources in Alabama

Objective 5.1: Work to address the needs of caregivers by implementing, to the extent possible, the recommendations from the RAISE Family Caregiver Advisory Council

	STRATEGY	PROJECTED OUTCOME
	SARPC contracts with Alabama Lifespan Respite to provide respite vouchers for caregivers enrolled in the Alabama Cares Program as a personal choice option.	Alabama Lifespan Respite provides majority of SARPC's Title III E respite services to allow caregiver-directed respite. Improved education about supportive services that are available to help caregivers with the challenges they encounter.
	Maintain collaboration among Alabama Cares, ADRC and AL Lifespan Respite by providing ALR resources to caregivers to increase awareness and connect caregivers with caregiver services and training.	

Objective 5.2: Work to strengthen and support the direct care workforce

	STRATEGY	PROJECTED OUTCOME
	Utilize the Alabama Lifespan Respite on-line, nationally recognized, provider training for unskilled, in-home respite providers.	Increased access to trained direct care workforce to support family caregivers. Increase access to trained, certified housecleaners for low-income older adults with disabilities, decreasing demands and stress on caregivers.
	Provide free training and certifications for housekeepers through the American House Cleaners Association to support volunteer-based housekeeping services and access to services.	

Objective 5.3: Utilize the National Technical Assistance Center on Grandfamilies and Kinship Families to improve supports and services for families in which grandparents, other relatives, or close family friends are raising children

	STRATEGY	PROJECTED OUTCOME
	SARPC employs staff to provide focused service provision on Older Relative Caregivers of children and the National Technical Assistance Center on Grandfamilies and Kinship Families is utilized to improve services for ORC families.	Improved support provided to Older Relative Caregivers.
	Utilize National Technical Center on Grandfamilies and Kinship Families to improve support for caregivers providing care due to the addiction of parents, supported by the Opioid Settlement grant.	Improved support provided to Older Relative Caregivers due to the addiction of child's parent(s).

Objective 5.4: Continue work in coordinating Alabama CARES with ALR objectives

	STRATEGY	PROJECTED OUTCOME
	In addition to maintaining a Title III-E contract for the provision of person-centered respite care with Alabama Lifespan Respite, SARPC will provide periodic email blasts, social media posts and enewsletters to caregivers in the region on ALR services such as emergency respite and training resources.	Improved access to needed caregiver support in the region by accessing ALR services and supports.
	Caregiver Colleges and shared resources provided to the Poarch Creek Indian Tribe's senior and caregiver programs to include resources available through Alabama Lifespan Respite.	Annually SARPC's Al Cares program hosts a caregiver event at the Poarch Creek reservation in conjunction with their Title VI program.