

STATE OF OKLAHOMA
DEPARTMENT OF HUMAN SERVICES
AGING SERVICES
SFY2019-2022
AREA PLAN ON AGING APPLICATION
FOR
5 Planning and Service Area

Counties Served: Hughes, Lincoln, Okfuskee, Pawnee
 Payne, Pottawatomie and Seminole

UNDER
THE OLDER AMERICANS ACT
SFY2019-2022

Applicant Agency COEDD Area Agency on Aging

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SECTION I. INTRODUCTIONS

The State agency utilizes eleven sub-state planning and service areas (PSA) for federal planning and has designated eleven area agencies on aging (AAA) in accordance with the requirements of Title III of the Older Americans Act (OAA). Each AAA is mandated under the OAA to develop a detailed Area Plan that provides a comprehensive and coordinated system for supportive services. The AAA will also seek to involve the public and private sectors in the provision and expansion of services. The focus of the plan is to show how the greatest numbers of older, low-income, minority individuals who reside within each PSA are to be reached with targeted resources and provided services. The plan is prepared for a 4 year cycle, with the first year's submission providing detailed assurances and information regarding the AAAs plans for the upcoming four year period. All information is required every year during the plan period. Criteria for approval of the area plan include identification of priority needs, development of measurable objectives, and targeting of services to those in greatest economic or social need.

The provision of services is accomplished by the awarding of grants through a Request for Proposal process to local public or private entities. State policy ensures all OAA pass-through funds are awarded in an open, competitive, and fair process. Direct services otherwise prohibited by the OAA may be permitted by Aging Services (AS) if, in the judgment of the State agency, provision of the services is:

- (1) Necessary to ensure an adequate supply of the services;
- (2) Related to the administrative functions of the area agency on aging (AAA); or
- (3) More economical and of comparable quality.

It is the responsibility of the AAA to monitor project compliance with regulations and assurances within state policy and the OAA as well as to evaluate the effectiveness of services rendered to older people. The variety of services to be provided (as appropriate) under Titles III and VII includes but is not limited to:

- I. access services (information and assistance, transportation and outreach);
- II. In-home services (homemaker, home repair and chore service);
- III. Legal assistance;
- IV. Nutrition services (congregate meals, home-delivered meals, nutrition counseling and nutrition education);
- V. Long-Term Care Ombudsman Program services; and
- VI. Community support and social services (health promotion, adult day care and respite).

Section II. EXECUTIVE SUMMARY

According to the Older American Act Section 101, the responsibility of the Area Agency on Aging is to assist our older people to secure equal opportunity to the full and free enjoyment of the following objectives, (1) An adequate income in retirement in accordance with the American standard of living. (2) The best possible physical and mental health which science can make available and without regard to economic status.(3) Obtaining and maintaining suitable housing, independently selected, designed and located with reference to special needs and available at costs which older citizens can afford.4) Full restorative services for those who require institutional care, and a comprehensive array of community-based, long-term care services adequate to appropriately sustain older people in their communities and in their homes, including support to family members and other persons providing voluntary care to older individuals needing long-term care services. (5) Opportunity for employment with no discriminatory personnel practices because of age. (6) Retirement in health, honor, dignity—after years of contribution to the economy. (7) Participating in and contributing to meaningful activity within the widest range of civic, cultural, educational and training and recreational opportunities. (8) Efficient community services, including access to low cost transportation, which provide a choice in supported living arrangements and social assistance in a coordinated manner and which are readily available when needed, with emphasis on maintaining a continuum of care for vulnerable older individuals. (9) Immediate benefit from proven research knowledge which can sustain and improve health and happiness. (10) Freedom, independence, and the free exercise of individual initiative in planning and managing their own lives, full participation in the planning and operation of community based services and programs provided for their benefit, and protection against abuse, neglect, and exploitation.

COEDD AAA supports the ACL vision, “that all people, regardless of age and disability live with dignity, make their own choices, and participate fully in society,” by promoting strategies that enable people to live in their own communities, provide support and be an effective source for information

COEDD AAA has been able to maintain all services without having to create waiting lists. During the past three (3) years COEDD was granted two (2) Direct Service waivers. COEDD AAA received Direct Service Waivers for the Outreach Program in SFY-16, SFY-17 and SFY-18 and a Direct Service Waiver for Chore Services in SFY-18.

The future of COEDD AAA is complicated to predict due to the difficult times with Oklahoma’s economy. COEDD AAA will make an effort to maintain the current status as a leader in Aging Services and actively continue to work with public and private agencies, tribal organizations, and service providers to increase the public awareness of the needs of older adults, persons with disabilities, and family caregivers.

Section III. TRENDS

PROJECTIONS

Numerous reports state that people are living longer. By 2022, it is projected that 2% of the Oklahoma population will be 85 and older. It is also reported that about 10,000 baby boomers will turn 65 during for the next 15 years.

The growth in the over the age of 65 population will absolutely make a difference in COEDD AAA's population. Individuals with low incomes, individuals with the greatest economic need, older minority individuals, older individuals residing in rural areas, and older individuals with limited English proficiency are target populations that need to be located in the PSA. There has been limited success in locating these populations and according to databases many of the targeted populations are very limited in COEDD's PSA. According to the AGID database the population for each target population in COEDD's PSA is as follows; Asian 249, African American 1128, Hispanic 527, Native American 4650, Poverty 4980, Limited English 143, Poverty Minority 1139. The AAA has not had any success in locating individuals with Limited English, Hispanic or Asian. There are a small number of Native Americans served by COEDD through Outreach, I&A and a few that attend meal programs. Native Americans normally utilize the Title VI programs. The largest targeted population served is the Poverty (low income) population. In 2017, COEDD AAA served 18% of the Poverty population.

As individuals live longer, it will directly affect the following two demographic cohorts, 75 yrs old - 84 yrs old and the age 85 plus, in the PSA over the time of the Area Plan. According to the ACL AGID Special Tabulations data base; Oklahoma 2010-2014: Table S21004 - Age by Sex by Living Alone reports that 15,420 (32%) of the 48,445 age 60 + individuals in the seven county PSA of COEDD are age 75-85+. The age 75-84 cohort was 11,190 and the age 85+ cohort was 4,230. All these factors definitely reinforce the need for additional funding in order to continue quality services to the aging population. Many of the older demographic cohorts have become homebound elders and might need additional assistance other than home-delivered meals, such as transportation, chore services, in-home mobility equipment, and home modifications. Additional funds need to be allocated for Title III programs and/or COEDD AAA needs to try to find additional funding or look into developing collaborations with other agencies in the PSA.

It is difficult to predict an increase in the number of persons served or increased services offered for the next four years or even anticipate growth of older adults served. As an example, since SFY-2012, there has been a significant decline in total meals served by both of the COEDD nutrition projects. In SFY-2012, total meals served were 367,734 and in SFY-2017 total meals were 289,947, with a decrease of 77,787 (21%) meal served. Legal services, Health promotion services, Outreach services and Caregiver services appear to be holding steady. If there is an increase in persons served, it will probably be in home-delivered meals and Outreach services. As aging individuals' needs increase, they will be looking for extra services. The current trend seems to be fewer congregate meals served and an increase in

HDM. If this trend continues, COEDD AAA will be available to assist the nutrition projects by working on strategies to enable the sites to handle the increase in delivery service. The only way for COEDD AAA to increase the number of persons served and the number of services provided over the next four years will be through partnerships and collaborations. It will be important to seek further funding opportunities. The Masonic program allows COEDD AAA the ability to assist individuals with health and safety concerns that cannot be taken care of through Title III services.

The main strategy for COEDD AAA to help increase services or number the number of clients served is the need for the AAA to be an effective advocate for the rapid growing older aging population in order to create awareness of the need to continue or increase services that help them maintain their independence. The AAA must also provide information to the older adults that will help them empower themselves to become active advocates for their own causes. There is a need to increase press releases, post flyers at businesses that older individuals visit, and provide presentations at all senior centers (both independent and Title III). Information must get out to the general population to educate everyone about the need for increased funding. Presentations to local civic/business organizations could help create an understanding of the need for partnerships with the AAA. COEDD AAA continues to be diligent about strategy meetings with the Outreach Program and Caregiver program.

PROJECTED AGING PROGRAM OUTPUT (NEXT 3 YEARS)

Aging Program Output-Quantitative	SFY 2017 NAPIS Report		SFY 2018 Projected		SFY 2019 Projected		SFY 2020 Projected	
	TOTAL UoS	TOTAL UPS	TOTAL UoS	TOTAL UPS	TOTAL UoS	TOTAL UPS	TOTAL UoS	TOTAL UPS
Service Categories								
Personal Care								
Homemaker								
Chore			80	80	80	80	80	80
Home delivered meals	150,659	813	106,000	825	120,000	800	120,000	800
Adult day care/health								
Case Management								
Congregate Meals *	176,887	1,638	195,000	2050	180,000	1,700	180,000	1,700
Nutrition counseling *	110	110	35	35	100	100	100	100
Assisted Transportation								
Transportation *	7,538	30	7,000	50	7,000	30	7,000	30
Legal Assistance *	581	N/A	580	N/A	430	N/A	430	N/A
Nutrition Education *	10,215	1,829	13,000	2,000	10,000	2,000	10,000	2,000
Information & Assistance *	741	N/A	900	N/A	900	N/A	900	N/A
Outreach*	460	452	700	700	700	700	700	700
Education/training	16	N/A	20	N/A	20	N/A	20	N/A
Education/information and assistance	9	N/A	4	N/A	4	N/A	4	N/A
Health promotion Disease Prevention*	4,248	131	3,800	100	3,800	100	3,800	100
Home repair								
Coordination of services								
Information about services *								
Information about services /GRRC *								
Assistance with access to services *	412	67	250	75	N/A	N/A	N/A	N/A
Assistance with access to services/GRRC *								
Counseling *								
Counseling/GRRC *								
Support groups *								
Support groups/GRRC *								
Training *								
Training/GRRC *								
Respite *	5,254.22	58	5,000	115	5,000	75	5,000	75
Respite/GRRC *	680.50	5	575	8	575	10	575	10
Supplemental Services								
Supplemental Services/GRRC								

- *[Annual RFP requirements will be consistent with AP Projected Program Output totals.*
- *[RFP Applicants who choose to exceed minimum output totals required in the application are held to the exceeded totals. The exceeded totals are the applicant's annual goals throughout the required reporting forms.]*

COLLABORATION

COEDD AAA has developed a coordinated community-based system of services within the PSA. Through the many years of serving the older population of Hughes, Lincoln, Okfuskee, Pawnee, Payne, Pottawatomie and Seminole Counties, COEDD AAA has been able to network with many other organizations and businesses in the area. The Masonic Foundation has worked well with all the AAA's to help fund the Masonic program which was created to help with health and safety issue for individuals age 55 and over. A few of the agencies or businesses that have helped the clients of COEDD AAA are Kastle Optometrist in Shawnee - complete eye exam and a pair of glasses for \$250, Tecumseh Dental Lab – complete set of dentures for \$400, Catholic Charities in Stillwater will assist with dental expenses, the American Legion in Chandler will furnish Durable Medical Equipment, and ABLE Tech in Stillwater will provide Durable Medical Equipment. A dentist in Shawnee, Dr. Drew, works with COEDD and provides discounted dental work for I&A and Outreach clients.

Gaps in service:

Hughes County – Transportation to medical appointments out of town, Utility Assistance is not easily available, and Homemaker service only through DHS or Private Pay.

Lincoln County – Transportation to medical appointments out of town, Local transportation is very expensive, Utility Assistance is not easily available, and Homemaker service only through DHS or Private Pay.

Okfuskee – Utility Assistance is hard to find, Local Transportation and transportation for medical appointments out of town, Home repairs only through Masonic program (client must own the home)

Pawnee County – Transportation not available in all of the county, Utility Assistance is very limited.

Payne County – Transportation is limited except for in the town of Stillwater.

Pottawatomie County – Limited HDM outside city boundaries.

Seminole – Homemaker service only through DHS or Private Pay.

The coordination of practices for diversification of services (Title VI and other non-Title III entities) to provide services in the PSA and across the State allows us to enhance service delivery and eliminate duplication of services to elders, persons with disabilities, veterans, caregivers and their families. COEDD AAA has five (5) Advisory Council members from various Native American tribes in the COEDD AAA area, such as the Citizen Pottawatomie Nation, Muskogee-Creek Nation, Sac N Fox, and the Iowa Tribe. All services discussed during Advisory Council Meetings are discussed in detail and often after meetings are over, several AAA Staff members will sit with tribal members to provide more specific

information and how our services can help the Native American population. For example the COEDD AAA Caregiver Program received a respite referral from the Muskogee-Creek Nation, who were out of funds until April 1, 2017. The Title VI caregiver was paying for her father's provider out of pocket due to the tribe being out of respite funds. With the approval of the COEDD AAA Director, the Caregiver Coordinator conducted an in-home assessment with the Title VI caregiver and care receiver. Vouchers (\$400) were offered to assist the caregiver/daughter to help pay his provider for one month, to expire April 1, 2017. By working together the caregiver did not have to quit working to stay with the care recipient. The COEDD AAA Outreach Program has been actively working with various tribes helping tribal members with services that are not available through the Title VI services. The Outreach Manager was able to find senior housing for a SacNFox Tribal member in Stroud (Lincoln County), as well as locating living room and bedroom furniture for her apartment. There was another SacNFox family that just needed some furniture and Outreach was able to assist them. Also, a woman from the Kickapoo Tribe needed a handicapped ramp and Outreach was able to get one built for her. There has been a good network developed between Outreach and several Title VI coordinators. In order to get information about COEDD AAA services to the Native American population, the Outreach Specialists have been visiting Indian Clinics in the COEDD service area as well as Title VI coordinators. On April 19, 2017, four (4) COEDD AAA staff members accepted an invitation to participate in a Health Fair conducted by the Citizen Pottawatomie Nation.

COEDD AAA has eight (8) Tribal Title VI programs in the PSA and two (2) Tribes that do not have Title VI programs. Title VI Services provided by the tribes include;

1. Iowa Tribe – Perkins, Payne County: Cong. and HD meals, transportation, caregiver services, housekeeping
2. Sac & Fox Nation – Stroud, Lincoln, County: Cong. and HD meals, transportation for tribal members as well as non-tribal individuals, caregiver services, chore, utility assistance
3. Muscogee (Creek) Nation – Okfuskee and Hughes County: Cong. and HD meals, transportation, caregiver services, medical and I&A
4. Absentee Shawnee Tribe – Shawnee, Pottawatomie County: Cong. and HD meals, utility assistance, transportation, medical and eyeglasses/dentures
5. Kickapoo Tribe – McCloud, Pottawatomie County: Cong. and HD meals, transportation, medical and caregiver Seminole Nation – Wewoka, Seminole County: Cong. and HD meals, transportation, medical and DME
6. Citizen Potawatomi Nation – Shawnee, Pottawatomie County: Cong. and HD meals, Transportation, Caregiver/Respite
7. Pawnee Nation – Pawnee, Pawnee County: Cong. and HD meals, transportation, caregiver services, utility assistance and emergency assistance

Non-Title VI Tribes include:

1. Thlophlocco Tribal Town – Okemah, Okfuskee County: Utility assistance, eyeglasses/dentures and funeral assistance
2. Kilegee Tribal Town – Wetumka, Hughes County: Medication, transportation, and emergency needs for tribal members.

Non- Title III entities:

In-Home Services: ADvantage, Department of Human Services, Veterans Administration, Home Health through Medicare/Medicaid, Private Pay, Insurance, COEDD-AAA Masonic Assistance Program.

Accessible Medical Care: Each County in the PSA has a hospital or volunteer health clinics. There are free health clinics in

Adult Day Care/Respite Care: LIFE Center Adult Day Care – Stillwater
ADvantage Waiver Respite, Hospice Respite, Title VII Native American Respite Program.

Adult Protective Services: – DHS, Family Resource Center –Seminole, Project S.A.F.E. – Shawnee, Wings of Hope Family Crisis Center - Stillwater

Meal Programs: VIP – Meals on Wheels, Independent Senior Centers, ADvantage Meals (through DHS), Stillwater Mobile Meals

Transportation: Citizen Pottawatomie Nation, and Community Action – Shawnee, United Community Action – Pawnee, City of Stillwater, Seminole Nation – Seminole, KATS (ki Bois Area Transit systems) - Hughes and Okfuskee Counties

Senior Food Assistance Programs: Food Bank Senior Commodity Boxes, Community Market of Pottawatomie County – Shawnee

Non Title III Senior Centers: COEDD has 26 Independent Centers in the PSA

Senior Volunteer Program: VIP- Shawnee, VITA , AARP

Disability Services: Able Tech, National Alzheimer’s Association, American Diabetes Association, American Heart Association, Health Departments, Office Of Disability Concerns, Oklahoma Department of Rehabilitation Service, Veterans Association, Centers for Independent Living

Mental Health Services: Department of Mental Health and Substance Abuse, Starting Point – Stillwater, Tri-City – Seminole, Valley Hope – Cushing, Red Rock Behavioral Center, Shawnee and Chandler

LTC Planning/Options: Oklahoma State Ombudsman Program, Veterans Administration, ADvantage Waiver, DHS

Currently, there are not any long-term partnerships planned to be developed in the next four-years. The Ombudsman program will continue to advocate for the rights of the patients at a long-term care facility and will assist patients if they are going to be released from a long-term care. With the assistance of the Ombudsman, Outreach, Caregiver Respite and the I & A, a successful transition will be possible.

The only long-term partnership COEDD AAA has is the Masonic Organization, which is in its 12th year. Each year COEDD and all the other AAA’s receive funds to help provide assistance with the needs for health and safety for the older Adult Population. COEDD AAA will be watchful for any other partnerships that would be of service to our existing programs and beneficial to our participants.

COEDD AAA does not have any partnerships with Mental Health Services. The I&A has a list of Mental Health Agencies/Organizations that she will provide to any client that calls for Information and Assistance. The most common referral she provides to a caller is Reach Out Mental Health Hotline, which is operated by the Oklahoma Department of Mental Health and Substance Abuse, She also refers callers to the Suicide Prevention Lifeline. Other referrals include some agencies in the COEDD PSA that deal with mental health, even though the Reach Out Mental Health Hotline because they are the I&R for mental health specifically. COEDD AAA does not make recommendations; they only give out phone numbers for the person to call.

The health and wellness of the older population is a very important to COEDD AAA. Through press releases and articles in the quarterly newsletter the AAA promote vaccinations for older adults and provides education on health issues such as the flu, pneumonia and shingles. The seven counties in the COEDD PSA all have County Health Department clinics in addition to 2 free clinics in Hughes County, 1 free clinic in Lincoln County, 1 free clinic in Okfuskee County, 2 free clinics in Pawnee County, 5 free clinics in Payne County, 6 free clinics in Pottawatomie County and 2 free clinics in Seminole County. With the assistance of Home Health Agencies and local pharmacies, all 25 nutrition sites are able to provide flu shots for the Older Adults in their communities.

Native American Tribes have some of the same services as the Area Agencies on Aging. Both receive Older Americans Act funds through the Administration on Aging/Administration for Community Living. Older Americans Act federal funds for Native American tribal nations are funded through Title VI program and Older Americans Act federal funds for Area Agencies on Aging are provided through Title III. In order to prevent duplication of services, COEDD AAA provides Title III services for Native Americans as long as they are not receiving the same services through the Title VI program.

The DHS ADvantage program offers some of the same services as the AAAs, such as home delivered meals and respite care, and it is important to verify that new clients requesting such services are not on the ADvantage program.

LONG RANGE PLAN

Through Title III, COEDD AAA provides Nutrition services, which includes congregate meals, home delivered meals, nutrition education, and nutrition counseling. Other services include Transportation, Health promotion (Enhance Fitness and Tai Chi), Caregiver and Grandparent respite services, Outreach services, Chore services, I&A services, and Ombudsman Long-Term Care services. With the growing aging population, it is important to provide services that are relevant to them.

Not all people over the age of 65 are retiring. Many have to continue working to make ends meet and many choose to work simply because they want to remain active and useful to their community. Looking at the reported numbers for meals served at the nutrition sites, it appears that the request for home-delivered meals has grown over the last 10 years. The nutrition projects have been able to handle this transition due to the decreasing number of congregate meals served. The services provided by Legal Aid, Outreach and the Caregiver Respite program have been able to stay within their budgets without creating any waiting lists. If the demand for services becomes more than the budgets can handle, it will be imperative for the AAA to receive increased federal and state funding in order to serve the growing number of older persons in PSA. COEDD AAA would like to educate the State elected officials on the importance of the needs and issues of the rapidly increasing older adult population. It is extremely important for all legislators to realize the time has come to help this vulnerable population. COEDD AAA will work in partnership and have regular communication with the National Association of Area Agencies on Aging (N4) in advocating for additional funding.

A major goal for the next four years for COEDD AAA is to create an awareness of the AAA and the services provided in our seven county area. It is not uncommon for an individual to tell us they have never heard of the AAA. COEDD's services are beneficial to many residents in our counties and it is imperative to reach as many of our sixty-plus population as possible. A strategy for all AAA staff is an emphasis on visiting with local civic and business organizations, as well as all senior centers, churches, hospitals, county health departments, all home health agencies, police departments, city leaders as well as county officials so the name of COEDD AAA becomes well known. COEDD AAA has a Facebook page that has been valuable for posting aging information, and announcements of events. Information on services for COEDD AAA are also available on the COEDD.net. website.

In order to create an awareness of the need of mental health services, COEDD AAA must be proactive in locating mental health providers that provide screenings and treatment options. COEDD AAA will need to submit press releases and provide articles in the quarterly newsletters. The COEDD I&A will maintain a current list of the mental health providers and share the information with COEDD staff.

Transportation in the small towns is in great demand and is very limited. COEDD AAA will contact local transit providers in the seven county service area and create a list of transportation providers and cost of the transportation.

Shawnee Senior Center provides two evidence-based top tier programs, which are two Enhance Fitness classes conducted at the Shawnee Senior Center and three Tai Chi: Working for Better Balance classes conducted at Asher, Shawnee, and Meeker. The Shawnee Senior Center is working in collaboration with the Avedis Foundation for additional funding in order to locate other locations for the two programs. The Senior Center also works with Blue Zone Pottawatomie County, which is a healthy living and wellbeing organization. A group of the participants from the Tai Chi class in Shawnee participate in a community project walking approximately a mile and pick-up trash in the downtown park around the Senior Center.

SECTION IV DEMOGRAPHICS IN PLANNING AND SERVICE AREA NARRATIVE

Section I

Hughes County:

According to the ACL AGID database, <http://www.agid.acl.gov/DataFiles/>, the largest target 60+ population is the Living Alone population with 1,049 persons, followed by the American Indian 60+ population with 505 persons and the 3rd largest targeted 60+ population is the low income (poverty) with 500 persons. The top two targeted populations served are the 60+ Low Income (poverty) with 189 served and the 60+ Living Alone with 152 served. Other 60+ minority populations served include Minority Poverty, Hispanic, Individuals with Severe Disabilities and Individuals at risk for institutional placement. There is not any specific data available for Alzheimer's patients served in Hughes County; however, the Alzheimer's Association reports 15% of the age 60+ population has dementia or Alzheimer's, which is an estimated 501 individuals, however, COEDD AAA does provide services for many dementia patients through the home-delivered meal program and caregiver program. Over the last 4 years, all the targeted populations have decreased except for the people 60+ Living Alone. COEDD AAA will focus on more press releases and Outreach presentations on services available for Hughes County. It was observed that the 60+ low-income minority population, and Grandparents Raising Grandchildren age 60+ are underserved in Hughes County.

Lincoln County:

According to the ACL AGID database, <http://www.agid.acl.gov/DataFiles/>, the largest targeted 60+ population is the Living Alone population with 2,236 persons, followed by the 60+ low income (poverty) population with 685 persons and the 3rd largest targeted population is American Indian with 480 persons. The top two targeted populations served are the 60+ Living Alone with 194 served and the 60+ Low Income (poverty) with 138 served. Other 60+ minority populations served include African Americans, Minority Poverty, Hispanic, Individuals with Severe Disabilities and Individuals at Risk for institutional Placement. There is not any specific data available for Alzheimer's patients served in Lincoln County; however, the Alzheimer's Association reports 15% of the age 60+ population has dementia or Alzheimer's, which is an estimated 1,107 individuals and COEDD AAA does provide services for many dementia patients through the home-delivered meal program and caregiver program. Over the last 4 years, all the targeted populations have decreased except for the 60+ African American population and Grandparents Raising Grandchildren population. COEDD AAA will focus on more press releases and Outreach presentations on services available for Lincoln County. It was observed that the age 60+ American Indian, the 60+ low-income minority population, and Grandparents Raising Grandchildren age 60+ are underserved in Lincoln County.

Okfuskee County:

According to the ACL AGID database, <http://www.agid.acl.gov/DataFiles/>, the largest targeted 60+ population is the Living Alone population with 781 persons, followed by the American Indian population with 425 persons and the 3rd largest targeted

population is 60+ Poverty (Low Income) with 420 persons. The top two targeted populations served are the 60+ Living Alone with 100 served and the 60+ Low Income (poverty) with 78 served. Other 60+ minority populations served include African Americans, Native Americans, Minority Poverty, Asian, Hispanic, individuals with Severe Disabilities and Individuals at Risk for Institutional Placement. There is not any specific data available for Alzheimer's patients served in Okfuskee County; however, the Alzheimer's Association reports 15% of the age 60+ population has dementia or Alzheimer's, which is an estimated 382 individuals, however, COEDD AAA does provide services for many dementia patients through the home-delivered meal program and caregiver program. Over the last 4 years, 3 of the targeted populations have decreased, which are 60+ African American, 60+ Hispanic and Grandparents Raising Grandchildren. There were 4 targeted groups that increased in Okfuskee County, which are 60+ American Indian, 60+ Poverty (Low Income), 60+ Limited English and 60+ Poverty (Low Income) Minority. COEDD AAA will focus on more press releases and Outreach presentations on services available for Okfuskee County. It was observed that the 60+ American Indian population, the Grandparents Raising Grandchildren age 60+ and the 60+ Limited English are underserved in Okfuskee County.

Pawnee County:

According to the ACL AGID database, <http://www.agid.acl.gov/DataFiles/>, the largest target 60+ population is the Living Alone population with 703 persons, followed by the American Indian 60+ population with 455 persons and the 3rd largest targeted 60+ population is the low income (poverty) with 300 persons. The top two targeted populations served are the 60+ Living Alone with 35 served and the 60+ Low Income (poverty) with 30 served. Other 60+ minority populations served include African Americans, Minority Poverty, Hispanic, Individuals with Severe Disabilities and Individuals at risk for institutional placement. There is not any specific data available for Alzheimer's patients served in Pawnee County; however, the Alzheimer's Association reports 15% of the age 60+ population has dementia or Alzheimer's, which is an estimated 587 individuals, however, COEDD AAA does provide services for many dementia patients through the home-delivered meal program and caregiver program. Over the last 4 years, 3 of the targeted populations have decreased, which are 60+ African Americans, Hispanic, and Individuals Living Alone. There were 5 targeted populations that increased, they are 60+ Native Americans, 60+ Asian, 60+ Low-Income (Poverty), Low-Income (Poverty) Minority, and 60+ Grandparents Raising Grandchildren. COEDD AAA will focus on more press releases and Outreach presentations on services available for Pawnee County. It was observed that the 60+ American Indian, Asian, Hispanic and Grandparents Raising Grandchildren age 60+ are underserved in Pawnee County. Pawnee County has an excellent Title VI program for the American Indians.

Payne County:

According to the ACL AGID database, <http://www.agid.acl.gov/DataFiles/>, the largest targeted 60+ population is the Living Alone population with 3,640 persons, followed by the 60+ Poverty (Low Income) with 900 persons and the 3rd largest targeted population is the 60+ American Indian population with 575 persons. The top two targeted populations served are the 60+ Living Alone with 195 served and the 60+ Low Income (poverty) with 139 served. Other 60+ minority populations served include

African Americans, Minority Poverty, Asian, Hispanic, individuals with Severe Disabilities and Individuals at Risk for Institutional Placement. There is not any specific data available for Alzheimer's patients served in Payne County; however, the Alzheimer's Association reports 15% of the age 60+ population has dementia or Alzheimer's, which is an estimated 1751 individuals, however, COEDD AAA does provide services for many dementia patients through the home-delivered meal program and caregiver program. Over the last 4 years, 2 of the targeted populations have decreased, which are 60+ African American, and Grandparents Raising Grandchildren. There were 4 targeted groups that increased in Payne County, which are 60+ American Indian, 60+ Hispanic, 60+ Poverty (Low Income) Minority and 60+ Living Alone. COEDD AAA will focus on more press releases and Outreach presentations on services available for Payne County. It was observed that the 60+ American Indian population, the 60+ Asian population, and the Age 60+ Grandparents Raising Grandchildren are underserved in Payne County.

Pottawatomie County:

According to the ACL AGID database, <http://www.agid.acl.gov/DataFiles/>, the largest targeted 60+ population is the Living Alone population with 4,255 persons, followed by the 60+ Poverty (Low Income) with 1,470 persons and the 3rd largest targeted population is the 60+ American Indian population with 1,345 persons. The top two targeted populations served are the 60+ Living Alone with 199 served and the 60+ Low Income (poverty) with 156 served. Other 60+ minority populations served include African Americans, Minority Poverty, Asian, Hispanic, Individuals with Severe Disabilities and Individuals at Risk for Institutional Placement. There is not any specific data available for Alzheimer's patients served in Pottawatomie County; however, the Alzheimer's Association reports 15% of the age 60+ population has dementia or Alzheimer's, which is an estimated 2,098 individuals, however, COEDD AAA does provide services for many dementia patients through the home-delivered meal program and caregiver program. Over the last 4 years, only 1 of the targeted populations have decreased, which is the 60+ Limited English proficiency population which dropped from 75 to 40. The rest of the targeted groups increased or remained close to the same. The 60+ American Indian increased from 825 to 1345, Individuals 60+ Living alone increased from 3,255 to 4,255. COEDD AAA will focus on more press releases and Outreach presentations on services available for Pottawatomie County. It was observed that the 60+ African American population, the 60+ American Indian population, the 60+ Asian population and the Age 60+ Grandparents Raising Grandchildren are underserved in Pottawatomie County. It should be noted that Pottawatomie County has several excellent Title VI program for the American Indians.

Seminole County:

According to the ACL AGID database, <http://www.agid.acl.gov/DataFiles/>, the largest target 60+ population is the Living Alone population with 1,741 persons, followed by the American Indian 60+ population with 865 persons and the 3rd largest targeted 60+ population is the low income (poverty) with 705 persons. The top two targeted populations served are the 60+ Living Alone with 210 served followed by the 60+ Low Income (poverty) with 162 served. Other 60+ minority populations served include American Indians, African American, Minority Poverty, Hispanic, Individuals with Severe Disabilities and Individuals at risk for institutional placement. There is not any

specific data available for Alzheimer's patients served in Seminole County; however, the Alzheimer's Association reports 15% of the age 60+ population has dementia or Alzheimer's, which is an estimated 842 individuals, however, COEDD AAA does provide services for many dementia patients through the home-delivered meal program and caregiver program. Over the last 4 years, the only targeted population that decreased was for the people 60+ Low Income (poverty). COEDD AAA will focus on more press releases and Outreach presentations on services available for Seminole County. It was observed that the 60+ low-income minority population, 60+ Hispanic population, and Grandparents Raising Grandchildren age 60+ are underserved in Hughes County.

Section II

COEDD AAA uses the same methods for providing services to all the identified populations. All target populations are served in the same manner with providing requested outreach services that will allow them to remain in their homes. The only difference might be for the Outreach program to go above and beyond to help the individuals living in poverty by assisting them in order to gain more services such as housing, furniture and food pantries available in their area, which will help provide them with basic needs they might have done without.

Outreach has had very good success in serving all targeted populations by merging with other not for profit organizations that specialize in services and assistance, such as ministerial alliances, Love, Inc., and other organizations, as well as local for-profit businesses. Outreach has generated a very reliable networking system.

Section V Public Input

PROCESS AND PLANNING FOR AREA PLAN DEVELOPMENT

FOCUS GROUP

A focus group was held on October 24, 2017 after the Quarterly Advisory Council Meeting held at the Golden Corral Restaurant in Pottawatomie County. All members were invited to participate in the focus group and 14 members participated in the meeting to provide their input on the priorities for the SFY 2019-2022 Area Plan. Topics discussed during the focus group were; (1) Availability of hospital care, (2) Maintaining personal independence, (3) Cost of medicine, (4) Cost of food, (5) Preventing identity theft, (6) Congregate meal availability, (7) Maintaining a healthy diet, (8) Help with understanding Medicare, Medicaid, and Social Security, (9) Maintaining mental health and (10) Cost of hospital, nursing home and in-home medical care. Each topic was discussed at length and after all 10 of the discussions were completed, the participants were asked if there were any other topics they wanted to discuss and several suggested the need for better transportation in their areas. The participants were asked to rank their top four priorities, the results from the Focus Group were;

1. Maintaining personal independence
2. Congregate meal availability
3. Help with understanding Medicare, Medicaid, and Social Security
4. Maintaining mental health

The COEDD AAA 2019-2022 Needs Assessment Survey was administered beginning in September 2016 and the last tally concluded on November 1, 2017. A total of three hundred fifteen (315) copies of the four (4) page survey were printed and distributed to citizens of Hughes, Lincoln, Okfuskee, Pawnee, Payne, Pottawatomie and Seminole Counties. The surveys were handed out and completed by people from churches, health fairs, senior organizations, nutrition sites, the COEDD AAA Advisory Council, as well as, formal or informal caregivers, individuals working with older adults and/or people with disabilities. Two-hundred and forty five (245) surveys were returned. The Survey included twenty-eight (28) ordinal scale questions ranking from “Very Important”, “Somewhat Important”, and “Not Very Important”. There were an additional sixteen (16) questions which allowed the respondents to state their own priority issues. Names were omitted for confidentiality and anonymity but, personal data such as gender, age range, race, ethnicity, living situation and household income were asked for generating statistical analysis concerning mandated special targeting. Priority rankings were derived by dividing the total tallies in each category by the total sum of each category giving a final percentage for priority ranking.

COEDD AAA identified the Top Four Priorities from the survey and has presented them in two separate lists displayed on the next two pages. The first list is the entire COEDD AAA PSA and the second list is by each county in the COEDD AAA PSA. The survey also allowed COEDD AAA to identify gaps in service in each county along with using information gathered by the COEDD AAA I&A. The identified gaps in services are the following: financial assistance, locating affordable private pay in-home caregivers/workers, major home repairs, transportation to medical appointments, utility assistance and affordable insurance for people under 65

After reviewing the findings of the COEDD AAA 2019-2022 surveys, it is found that it would be beneficial to actively reach out to the Multi-purpose Senior Centers in order to provide them with the knowledge of the services offered by COEDD AAA. COEDD AAA developed the 2019-2022 Management Plan (See Appendix 6) as the guideline for continuously addressing the priorities and needs of the COEDD AAA service area. The Senior Centers and Nutrition sites are not only a place for a nutritious meal, but they are a gathering place for socialization with their friends and support to each other, plus a place to receive and gain knowledge of the many resources and services in the PSA.

On January 22, 2018 the SFY 2019-2022 Area Plan will be presented to the COEDD AAA Advisory Council for approval. Comments and attendance will be documented in the AAA Advisory Council Section.

IDENTIFIED PRIORITY NEEDS

Top Four Priority Needs in the COEDD Seven County Project Service Area

RESULTS Determined by the SFY-2019-2022 Needs Assessment\

1. Maintaining personal Independence
2. Availability of hospital care
3. Cost of medicine
4. Cost of food

315 distributed/245 completed		Hughes	Lincoln	Okfus	Pawnee	Payne	Pott	Sem		
Rank		Co 1	Co 2	Co 3	Co 4	Co 5	Co 6	Co 7	TOTAL	%
1	Maintaining personal independence	45	20	17	18	24	32	22	178	72.3
2	Availability of hospital care	38	16	7	12	30	48	21	172	70.2
3	Cost of medicine	31	16	14	15	30	35	19	160	65.3
4	Cost of food	36	13	9	15	15	40	18	146	59.5
5	Quality nursing home care	33	13	12	12	24	38	11	143	58.3
6	Maintaining a healthy diet	38	17	11	12	18	37	9	142	57.9
7	Preventing identity thefts and other frauds	41	17	15	12	12	27	16	140	57.1
8	Cost of hospital, nursing home, & In-home care	30	10	7	12	24	42	15	140	57.1
9	Congregate meal availability	45	18	13	6	12	29	16	139	56.7
10	Homebound meal delivery	33	17	11	6	18	28	14	127	51.8
11	Cost of transportation	30	11	14	12	18	33	9	127	51.8
12	Maintaining mental wellness	33	16	8	9	18	25	18	127	51.8
13	Help buying glasses, dentures, hearing aids	30	16	8	12	12	28	18	124	50.6
14	Understanding Medicare/Medicaid, Soc Sec	31	13	8	21	9	25	17	124	50.6
15	Alternatives to nursing homes	30	18	10	9	9	33	15	124	50.6
16	Availability of in-home care	27	14	7	15	15	30	14	122	49.7
17	Free legal assistance for seniors	27	17	5	15	9	26	17	116	47.3
18	Transportation to medical appts/shopping	26	9	8	6	18	32	16	115	46.9
19	Help with paying medical bills and medication	30	10	8	12	9	28	17	114	46.5
20	Availability of physical therapy at home	26	12	11	3	21	23	15	111	45.3
21	Relief to a caregiver who cares for a loved one	31	8	6	12	9	29	15	110	44.8
22	Help with filling out medical paperwork	29	17	8	9	6	18	13	100	40.8
23	Information on resources in community	35	8	7	9	15	12	14	100	40.8
23	Information on Senior housing options	23	10	9	9	6	18	12	87	35.5
25	Availability of Adult Day Care Services	22	12	8	2	9	20	11	84	34.2
26	Help with housework/cleaning	22	5	7	9	3	18	9	73	29.3
27	Availability of mental health care	23	8	8	6	9	26	15	72	29.3
28	Help with house/yard work	23	4	4	4	2	23	6	68	27.7

Top Four Priorities by County

Hughes County

(70 surveys distributed -54 surveys returned)

1. Congregate meal availability and Maintaining personal Independence - 83%
2. Preventing identity theft & fraud - 76%
3. Availability of hospital care and Maintaining healthy diet - 70%
4. Cost of food - 67%

Okfuskee County

(30 surveys distributed -24 surveys returned)

1. Maintaining personal independence - 71%
2. Preventing identity theft & fraud - 63%
3. Cost of medicine and Cost of transportation - 58%
4. Congregate meal availability - 54%

Seminole County

(30 surveys distributed -24 surveys returned)

1. Maintaining personal independence - 92%
2. Availability of hospital care - 88%
3. Cost of medicine - 79%
4. Help with buying glasses, dentures, and hearing aids; Maintaining mental wellness; and Cost of food - 75%

Payne County

(45 surveys distributed -33 surveys returned)

1. Availability of hospital care and cost of medicine - 67%
2. Maintaining personal independence; Quality nursing home care; and Cost of hospital, nursing home & in-home care - 53%
3. Availability of in-home physical therapy - 47%
4. Homebound meal delivery and Cost of medicine – 40%

Pottawatomie County

(65 surveys distributed -50 surveys returned)

1. Availability of hospital care - 90%
2. Cost of hospital, nursing home & in-home care - 84%
3. Cost of food - 80%
4. Quality nursing home care - 76%

Lincoln County

(50 surveys distributed -40 surveys returned)

1. Maintaining personal independence - 50%
2. Congregate meal availability and Alternative to nursing home care - 45%
3. Free legal assistance for seniors and Homebound meal delivery and Help with filling out medical paperwork and Preventing identity theft and fraud - 43%
4. Availability of hospital care - 40%

Pawnee County

(25 surveys distributed -21 surveys returned)

1. Help with understanding Medicare, Medicaid and Social Security benefits - 100%
2. Maintaining personal independence - 86%
3. Availability of in-home care; Free legal assistance for seniors; cost of medicine - 71%
4. Cost of food – 67.00%

As COEDD AAA moves forward to SFY-2019, COEDD AAA I&A has identified the need for transportation to medical appointments, the need for affordable in-home caregivers, and quality mental health services as gaps in service in the COEDD PSA. Along with transportation to medical appointments, utility assistance and in-home caregivers, the COEDD AAA Outreach Program and Caregiver Program have identified the need for hot home-delivered meals in rural areas outside the nutrition sites' delivery boundaries and affordable homemaker services. COEDD AAA and the COEDD Outreach program will consciously make an effort to build better working relationships with area hospitals, home health agencies, local hospices, and county health departments in order to provide valuable information and options that may help with medical care and concerns of the consumers in the AAA service area. Just as in the past years, COEDD AAA will strive to meet and surpass the action steps for the goals and objectives of the SFY 2019-2022 Management Plan.

The current service utilization is important to COEDD's planning process because it is the core guide for the AAA to know what has worked or hasn't worked in the past. COEDD AAA will continue to use the same methods for service delivery to all targeted populations in the PSA and will be willing to try new ideas when they are suggested.

Consideration is given to the Older individuals who are in the following populations in the PSA who have the greatest economic need, with particular attention to low-income, low-income minority, with limited English proficiency, and residing in rural areas. Consideration is also given to the older individuals with the greatest social need with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, older individuals residing in rural areas, the number of older individuals at risk for institutional placement, older individuals who are Native American, older individuals with self-care limitations and older individuals with Alzheimer's disease or related disorders.

COEDD AAA focuses on the needs for the above mentioned populations by actively providing important information that will help them improve or maintain their lifestyle. Appendix 4 indicates some of the target populations are not represented well in the COEDD AAA. The rural population is prevalent in COEDD PSA and there are nutrition sites in all the counties, plus the Caregiver program and the Outreach program cover all the counties. Native Americans are prevalent, but mainly utilize the Title VI programs. The AAA has not been able to locate and serve many Asians, or Limited English Proficiency clients in the area. In the future, if there is a change in the demographics of the counties the AAA will attempt to reach out to the growing target populations. It really appears many of the individuals from such populations have migrated to the larger cities where they have families or friends.

SUMMARY OF HEARINGS AND CHANGES

PUBLIC HEARINGS:

Complete and submit with Area Plan application. Be specific and provide details needed to understand reasons for changes.

1.	<u>Location of Public Hearing</u>	<u>Attendance</u>	<u>Date</u>
a.	_____	_____	_____
b.	_____	_____	_____
c.	_____	_____	_____
d.	_____	_____	_____
e.	_____	_____	_____
f.	_____	_____	_____

2. Summarization of comments from Public Hearings.

3. Changes made in the Area Plan as a result of Public Hearings.

4. Comments received, but no changes made to the Area Plan as a result of the Public Hearings because:

ADVISORY COUNCIL & BOARD OF DIRECTORS:

1.	<u>Advisory Council Date</u>	<u>Attendance</u>
	a. <u>January 22, 2018</u>	<u>17</u>
	b. _____	_____
	c. _____	_____

2. Summarization of Comments from the Council meeting.

The Advisory Council Chairman, William Hixson, spoke to the Advisory Council stating that COEDD AAA knows what they are doing and that if the Council did not have any comments or questions, he would like to hear a motion to accept the SFY 2019-2022 Area Plan. Bob Ellis made the motion to accept the Area plan as submitted and Jim Brenner made the motion to second it. Motion passed unanimously.

3. Changes made in the Area Plan as a result of the Council's Suggestions
No changes were recommended or changed.

4.	<u>Board of Directors Date</u>	<u>Attendance</u>
	a. <u>March 14, 2018</u>	<u>22</u>
	b. _____	_____
	c. _____	_____

5. Summarization of comments from the Board meeting.

There were no comments. James Melson made a motion to accept the SFY-2019-2022 Area Plan as presented and Janice Smith seconded the motion. Motion passed unanimously.

6. Changes made in the Area Plan as a result of the Board's suggestions.

No changes were recommended or changed

Section VI PROGRAM CAPACITY

Satisfaction Surveys for SFY 2017 were completed by each COEDD AAA Project or Direct Service.

EVALUATION OF CURRENT SERVICES

Project H.E.A.R.T., Inc. nutrition project and New Age Project, Inc. nutrition project used the Aging Services approved Consumer Satisfaction Surveys for Congregate meals, Home-delivered meals, Nutrition Education and Nutrition Counseling. New Age also used the approved Transportation Survey for SFY-17.

1. Project H.E.A.R.T. – Nutrition

Years as OAA Title III Service Provider – 35

Status of Contract – Year 4 of 4 year Grant: SFY 2018 contract is signed and provider is in compliance.

Summary of Participant Satisfaction Surveys: **Congregate Meals** – In February 2017 surveys were completed by 83 participants. A reported 80% indicated they ate at the nutrition site 4 or 5 times a week and 82% reported the hot foods were hot and the cold foods were cold when they were served. When asked if they were treated respectfully while at the site, 100% said “always”, and 100% reported they “always” feel welcome. Additionally when asked if the services they receive at the meal program had helped them, 85% said they eat healthier food, 82% say it had improved their health and they feel better, 98% said they see their friends more often and 85% said the meal site helped them to continue to live at home. A question asked if they would recommend the congregate program to others and 98% responded “Yes”. When rating the meal program overall, 64% of the participants rated it “excellent” and 36% rated it “good”.

Summary of Participant Satisfaction Surveys: **Home-delivered Meals** – In February 2017, surveys were completed by 62 participants and 100% of the participants reported they received 5 meals a week with 37% of the respondents responding they had been receiving home-delivered meals for 4 or more years. A reported 66% were satisfied with the way the food tasted, 66% were satisfied with the variety of foods, and 89% reported the hot foods were hot and the cold foods were cold when they were served. The participants were asked if they were satisfied with the way the staff treats them and 95% said “always”. When they were asked if they ate their meal right away, 55% responded “always” and 38% responded “sometimes”. Another question asked if the meals arrived at the time they were expected and 94% responded “always”. Finally when asked if the services they receive from the meal program had helped them, 86% said they eat healthier food, 66% say it had improved their health and feel better, and 86% said the meal program helped them to continue to live at home. In rating the program 64% said “excellent” and 35% said “good”, and 90% of the participants would recommend the program to others

Summary of Participant Satisfaction Surveys: **Nutrition Education** – In February 2017 surveys were completed by 86 consumers and 82 (95%) of the participants

were “very satisfied” or “satisfied” with the nutrition education they had received. When asked if they could have learned the information about nutrition without the nutrition education, 36% responded “yes”, 37% responded “yes, but I would not have tried to find the info” and 27% responded “no”. When asked how important Nutrition Education is to them, 80% responded “very important” or “important”.

Summary of Participant Satisfaction Surveys: **Nutrition Counseling** – In February 2017 surveys were completed by 23 recipients of Nutrition Counseling and 96% were “very satisfied” or “satisfied”. When asked if they could have learned the information about nutrition without the nutrition counseling, 30% responded “yes”, 27% responded “yes, but I would not have tried to find the info” and 43% responded “no”. When asked how important Nutrition Counseling was to them, 79% responded “very important” or “important”.

2. New Age Project – Nutrition

Years as OAA Title III Service Provider – 40

Status of Contract – Year 4 of 4 year Grant: SFY 2018 contract is signed and provider is in compliance.

Summary of Participant Satisfaction Surveys: **Congregate Meals** – In February 2017 surveys were completed by 118 participants. A reported 93% indicated they ate at the nutrition site 4 or 5 times a week and 78% reported the hot foods were hot and the cold foods were cold when they were served. When asked if they were treated respectfully while at the site, 97% said “always”, and 98% reported they “always” feel welcome. Additionally when asked if the services they receive at the meal program had helped them, 90% said they eat healthier food, 87% said it had improved their health and they feel better, 99% said they see their friends more often and 90% said the meal site helped them to continue to live at home. A question asked if they would recommend the congregate program to others and 95% responded “Yes”. When rating the meal program overall, 55% of the participants rated it “excellent” and 40% rated it “good”.

Summary of Participant Satisfaction Surveys: **Home-delivered Meals**—In February 2017, surveys were completed by 44 participants and 96% of the participants reported they received 5 meals a week with 38% of the respondents responding they had been receiving home-delivered meals for 4 or more years. A reported 75% were satisfied with the way the food tasted, 80% were satisfied with the variety of foods, and 97% reported the hot foods were hot and the cold foods were cold when they were received. The participants were asked if they were satisfied with the way the staff treats them and 100% said “always”. When they were asked if they ate their meal right away, 93% responded “always” and 7% responded “sometimes”. Another question asked if the meals arrived at the time they were expected and 99% responded “always”. Finally when asked if the services they receive from the meal program had helped them, 98% said they eat healthier food, 80% said it had improved their health and feel better, and 99% said the meal program helped them to continue to live at home. In rating the program 55% said “excellent” and 43% said “good”, and 100% of the participants would recommend the program to others.

Summary of Participant Satisfaction Surveys: **Nutrition Education** – In February 2017, surveys were completed by 47 consumers and 47 (100%) of the participants were “very satisfied” or “satisfied” with the nutrition education they had received. When asked if they could have learned the information about nutrition without the nutrition education, 55% responded “yes”, 35% responded “yes, but I would not have tried to find the info” and 10% responded “no”. When asked how important Nutrition Education was to them, 85% responded “very important” or “important”.

Summary of Participant Satisfaction Surveys: **Nutrition Counseling** – In February 2017 surveys were completed by 34 recipients of Nutrition Counseling and 99% were “very satisfied” or “satisfied”. When asked if they could have learned the information about nutrition without the nutrition counseling, 55% responded “yes”, 30% responded “yes, but I would not have tried to find the info” and 15% responded “no”. When asked how important Nutrition Counseling was to them, 85% responded “very important” or “important”.

3. New Age Project – Transportation

Years as OAA Title III Service Provider – 40

Status of Contract – Year 4 of 4 year Grant: SFY 2018 contract is signed and provider is in compliance.

Summary of Participant Satisfaction Surveys: **Transportation** – There were 11 Consumer Satisfaction Surveys for Transportation completed in February 2017. When asked how often they used the transportation, 98% indicated they used it 3 or more times a month. There was a 100% “Yes” response that the drivers were “always” on time to pick them up, the drivers were “always” polite, the vehicles were “always” easy to get in and out of and they “always” arrive to their destinations on time. All participants rated the transportation service as “excellent” or “good”.

4. Legal Aid Services of Oklahoma – Legal Assistance and Legal Education

Years as OAA Title III Service Provider – 40

Status of Contract – Year 4 of 4 year Grant: SFY 2018 contract is signed and provider is in compliance.

Summary of Client Satisfaction Surveys: **Legal Aid Services**

The Legal Aid Client Satisfaction Surveys were distributed during SFY-2017. There were 5 Client Satisfaction surveys completed and returned with 100% of respondents reported the Legal Aid services had been “very useful” When asked if they had been treated courteously there was a 100% response of “yes”. Another question asked if they were satisfied with the quality of services and this question also received a 100% response of “yes”. Four clients had received “advice” and one client had received “representation”.

5. Senior Center of Shawnee – Health Promotion

Years as OAA Title III Service Provider – 4

Status of Contract – Year 1 of 1 year Grant: SFY 2018 contract is signed and provider is in compliance.

Summary of Participant Satisfaction Surveys: **Health Promotion** – In December 2016, fifteen surveys were distributed and completed by Health Promotion participants. Since starting the program 12 respondents (80%) indicated they have seen improvement in going up and down stairs and improvement in walking without getting short of breath. Also 11 (78.5%) said they saw improvement in taking a bath or shower and 10 (66.6%) said getting in and out of bath or shower was easier. Additionally, 9 (60%) reported there was improvement getting up from the toilet and walking without a cane or walker. Finally, 15 (100%) were satisfied with the class and would recommend the class to others.

Other COEDD AAA Program/Services Consumer Satisfaction Survey Results:

Information and Assistance – The Consumer Satisfaction surveys were mailed out on March 5, 2017. A total of 71 surveys were mailed to a random selection of COEDD AAA I&A clients, with a total of 21 completed surveys returned for a response rate of 42%. Consumer Satisfaction Surveys indicate that 95.2% of respondents surveyed received the information they requested and 95.2% reported they received the service they wanted. It was reported that 100% of the respondents were treated in a friendly and professional manner. A question was asked if the person would refer another person to COEDD and the response was 100% “Yes” and 100% responded “Yes” they would call COEDD I&A again for assistance in the future.

Outreach Consumer Satisfaction Summary – During the second year of the COEDD AAA Outreach program, the SFY-2017 Outreach Consumer Satisfaction Survey was administered to 75 clients of the program via a telephone call from one of the 3 Outreach staff members. All outreach clients receive a follow-up phone call and the Outreach staff conducted a consumer satisfaction survey on every third client called. The sample included 21 clients from Lincoln County, 18 clients from Payne County, 9 clients from Pottawatomie County, 8 clients from Seminole County, 7 clients from Okfuskee County, and 6 clients each from Hughes and Pawnee Counties. The results were extremely favorable for the Outreach Program; 100% responded “Yes” that the Outreach staff identified them self when they arrived, as well as 100% responded “Yes” to the question that asked if the Outreach staff was courteous and understanding of their needs. Another question asked if they felt comfortable talking with the Outreach Worker with 100% answering “Yes”, along with 100% also responding “Yes” that they thought the Outreach worker was knowledgeable about issues facing older adults. When asked if they would recommend the Outreach program to another adult, 100% responded “Yes”. The participants were asked what kind of service they were looking for when they were contacted by Outreach. There were 55 (73.3%) that wanted home delivered meals and the remaining 20 (26.7%) were wanting at least one of the following; Glasses, Dental, Hearing Aids, Handicap ramps, Home repairs, Air Conditioners, Furniture, and/or Medical equipment.

Caregiver Program Consumer Satisfaction Summary - In SFY-2017, there were separate Consumer Satisfaction Surveys mailed to clients of the 3 Caregiver services, which are the Caregiver Respite Program, the Grandparent Raising Grandchildren Respite Program, and Access Assistance.

A total of 17 surveys were mailed to a random selection of participants of the **Caregiver Respite** Program utilizing the AIM Report ID OKC 118. A total of 16 Caregiver Respite surveys were returned for a response rate of 94%. One question asked the caregivers to rate their overall experience with COEDD AAA with 100% answering "Excellent". The participants were asked, if receiving the respite vouchers had provided more time for personal activities; 100% answered "Yes". The participants were also asked if using the vouchers helped them to feel less stressed and 100% of the respondents answered "Yes". The caregivers that participated in the survey had been caring for their loved ones anywhere from 6 months to 17 years, with 7 caregivers caring for someone 5 to 17 years.

The Consumer Satisfaction Surveys for **Grandparent Raising Grandchildren Respite** Program SFY-17 were extremely favorable. A total of six (6) surveys were mailed to the 6 participants of the Grandparent Raising Grandchildren. One question asked if the Caregiver Coordinator offered information to services and resources, 75% "Yes" and 25% said "No." The participants were asked, if receiving the respite vouchers had provided more time for personal activities and 100% answered "Yes". The participants were also asked; if using the vouchers helped them feel less stressed and 100% of the respondents answered "Yes". In rating their overall satisfaction with their COEDD AAA experience, 100% responded, "Excellent." The Grandparents that participated in the survey had been caring for grandchildren or great grandchildren anywhere from four (4) months to 13 years.

The **Access to Assistance** survey for SFY-17 was sent to 3 participants, and NO surveys were returned

QUALITY ASSURANCE

Both New Age and Project H.E.A.R.T. address any negative survey service comments. Project H.E.A.R.T. takes all complaints seriously. The complaints about policy are explained in detail as to why they are important to the program. Other complaints are fixed immediately, if possible. New Age address the situations immediately to find an appropriate solution. If a client has a problem which they cannot address, a referral is sent to Outreach.

COEDD AAA believes that the Quality of Services provided are above the normal standards. There is not any analysis to prove this, but assessments from State, Consumer Satisfaction Surveys and comments during site visits lead COEDD AAA to believe in our services and definitely the quality of staff is excellent!

According to the Quarterly Assessments for the projects, there were very few findings that caused concern. The main concern was during the New Age^{1st} Quarter Assessment. It was found that Nutrition Education was only being provided every other month. This was addressed and they immediately started providing nutrition education monthly. Also New Age needed to revise their brochures to indicate all Civil Rights Information and Activities provided. A new brochure was printed within a month. The Health Promotion problem was advised they needed to put the Health Promotion program on the Agenda for each board meeting. This was taken care of immediately.

Legal Aid provides excellent Service to their clients, however, COEDD AAA would like to have better reporting for units of service and number of clients. The only way the AAA receives Legal Aid reports is through The Aim OKN509 and OKN514 report, which are not always current. Both New Age and Project H.E.A.R.T. could benefit from their sites having more structured activities for their clients. It is not unusual to visit a site and observe the clients come in to eat, then immediately leave after they eat. Even though Health Promotion continuously meets their goals, it is COEDD's belief they could increase their numbers with more publicity.

Both Project H.E.A.R.T and New Age serve excellent meals and focus on the needs of the clients. The site managers are aware of the many needs and concerns of the aging population and try to become an advocate for each client. Both nutrition projects have benefited from the training and guidance of the State RD, Tom Olding. His involvement with the sites has proven very beneficial in identifying the lack of using proper procedures, which help with dietary needs and consumer safety.

All the projects do a good job serving the people in the PSA, but not all the targeted populations are served as well as they could be. The targeted populations are difficult to locate, and many of them have moved to areas that have more services for them or moved away to be with family. All projects need to focus on locating the targeted populations.

COEDD AAA would like to see a better system for submitting RD reports. It would free-up time for the COEDD AAA staff that has to gather all the information, scan it, and then email it. The AAA would like to see the Area Plan streamlined. There is too

much repetition and duplication of information. This would also free-up staff time to devote to other duties. Finally, the AAA would like a more structured and final training on the Area Plan.

PROJECT OUTCOMES

New Age:

Congregate: Goal – 95,000 units **not met**. Served 89,277 meals which is 94% of UoS goal. The loss of participants can be contributed to many factors, such as older people having to work even after retirement as well as, sickness, death, becoming homebound or nursing home placement.

Home-delivered Meals: Goal – 48,760 units was **met** with serving 49,857 meals, which is 102% of goal.

Nutrition Counseling : Goal –15 units **met**. Provided nutrition counseling for 54 clients.

Nutrition Education: Goal – 5,460 units **not met**. Provided 3,929 units of service. In October of 2016, it was discovered that New Age was only providing nutrition education every other month, which definitely caused New Age to fall short of their goal. New Age started providing nutrition education monthly and should be able to reach their goal for SFY-18.

Transportation: Goal – 7,000 units of service was **met**. They provided 7,538 units of service, which is 108% of their goal.

Project H.E.A.R.T.

Congregate: Goal – 100,000 units, **not met**. They have served 87,610 units, which is 88% of their goal. Project H.E.A.R.T.'s McCloud Nutrition site closed at the beginning of SFY-17 and this lowered the number of meals served. Also, many congregate clients have become homebound and are now receiving home delivered meals.

Home-delivered Meals: Goal – 57,250 units **met**, with 63,049units, which is 110% of their goal

Nutrition Counseling: Goal – 20 units **met**, with 56 UoS

Nutrition Education: Goal – 7540 units **not met**, but did reach 6,286 units which is 83% of the goal. The closing of the McCloud site possibly created some of the difference. Another factor could be lower attendance on the day the dietician presents the education.

Health Promotion: Goal – 450 units, **met** goal with 4,251 units.

Legal Aid:Assistance Goal – 430 **Met**. Aim reports 3 clients with 503 units.

Legal Aid: Education Goal – 20 **not met**. Aim reports 15

SERVICE DELIVERY NARRATIVE

SFY-2017 was the second year for the Outreach Direct Service Waiver and even though they have not met their goal either year, the Consumer Satisfaction responses indicate how much their service means to the individuals that they have helped. In SFY-16, COEDD set the goal as 1,200 UoS and they completed 594. The goal was lowered to 700 in SFY-17 and they completed 460 UoS. Both years COEDD AAA scheduled RFP Conferences for Outreach and there were not any attendees. The Outreach Program provides service in all counties of COEDD's PSA.

SFY-17 was the sixth year for the Caregiver Program Direct Service Waiver and it has been very successful. Consumer Satisfaction is extremely positive and many caregivers say the program has saved their lives. The Respite program exceeded their Goal of 5,000 UoS by 244.22 UoS, but fell short of the goal of 115 clients and served 58 clients. All six years COEDD AAA scheduled RFP Conferences for Caregiver Services and there were not any attendees. The Caregiver Program provides service in all counties of COEDD's PSA. Title III E NFCSP SFY2019 allows no more than 20% of Title III E funding to be used for Caregiver Supplemental Services and no more than 10% of total federal and non-federal share to provide Grandparents Raising Relative Children (GRRC) services.

COEDD AAA will continue to provide I&A services in the same manner as in previous years by providing older adults and people with disabilities and their caregivers valuable information and resources to help the individuals maintain their independence and remain in their homes. The AAA utilizes both a toll free 800 number and the statewide Senior Info-Line, which are two numbers that are well known throughout the PSA. During SFY-2017 and SFY-2018, the COEDD AAA I&A continues to be dedicated in promoting services and resources provided under Title III, as well as non Title III services. The COEDD AAA I&A is the OKAIRS vice-chair and also responsible for publishing the *Ageless Times*, the COEDD AAA newsletter quarterly. Before publication, all staff members attend a meeting to discuss what topics need to be addressed in the newsletter. Staff will contribute/write articles or provide important information for the newsletter. The I&A provides Medicare Counseling as well as Medicare Prescription Assistance during the open enrollment period. Attending community services and resources meeting, plus attending health fairs are a few of the activities the I&A utilizes to promote the services provided by COEDD AAA as well as providing AAA Information and Assistance Education. The SOW for I&A will remain at 900 units of service for assistance and it will remain at 4 units of Education. Kristi Tischer is the Certified Information and Assistance Specialist.

COEDD AAA's Health Promotion is provided by the Shawnee Senior Center and has been since SFY 2015. During SFY-2018, the Shawnee Senior Center will continue to provide *Tai Chi: Working for Better Balance* and *Enhance Fitness*, which are both Tier III highest level evidence based programs. *Enhance Fitness* has one classes at the Shawnee Senior Center. The classes focus on low-impact aerobics, strength training, and balance, which all help the overall fitness of seniors and is beneficial to fall prevention. The *Tai Chi* program is held at the Shawnee Senior Center, Asher Senior Center and the Meeker Senior Center in Lincoln County. *Tai*

Chi is a highly recognized program for fall prevention for older adults. Moving forward into SFY-2018, Shawnee Senior Center is looking to start a new *Tai Chi: Working for Better Balance* class at Tecumseh.

COEDD AAA's Ombudsman Program is moving into SFY-2019 with two (2) Ombudsman Supervisors that are highly motivated to support the advocacy for the rights of older persons in Long-term care facilities, as well as assisted living communities. The Ombudsman Supervisors were successful in training and certifying three (3) new Ombudsman in SFY-2017, however after completing training and certification the individuals quit the program. In SFY-18 the COEDD AAA Ombudsman Program currently has two (2) Ombudsman Supervisors. In SFY-2018, the ombudsman program currently has two (2) certified volunteers that service 1 assisted living facility and 1 nursing facility in COEDD's AAA PSA. The Ombudsman supervisors are providing COEDD AAA's service area with community education about nursing home patients' rights, abuse, neglect and exploitation through various means; such as, in-service programs at nursing facilities, health fairs, and presentations to various local community service organizations, churches, senior centers, as well as articles in COEDD AAA's newsletter, press releases and emails.

Even though the Outreach Program and the Caregiver Programs fell short of their goals, COEDD AAA is going to continue the practices of press releases and focus on presentations to Senior organizations, with a focus on the Multi-purpose Non-Title III Senior Centers. There will be an emphasis to increase the number of press releases and presentations in conjunction with utilizing the COEDD AAA Facebook page, as well as the COEDD website, which will be an important avenue to publicize all the services offered by the AAA and promote the need for Ombudsman Volunteers.

The COEDD AAA SFY - 2019-2022 Management Plan includes assistance to individuals with disabilities, as well as the older population. Most of COEDD AAA services include assistance to individuals with disabilities. However, if a disabled client requires personalized assistance, the AAA has a list of specialized organizations that can be able to provide assistance and further services. The I&A often provides phone numbers to Progressive Independence, Oklahomans for Independent Living, Able Tech, Office of Disability Concerns, and the Oklahoma Department of Rehabilitation Services.

COEDD AAA offers the following services in the PSA for SFY2018.

- Congregate Meals
- Home-delivered meals
- Transportation (Okfuskee, Seminole, Hughes counties)
- Nutrition Education
- Nutrition Counseling
- Outreach Services
- Chore Services
- Caregiver Respite
- Grandparent Raising Grandchildren Respite

- Caregiver/Grandparent Access to Services
- Information and Assistance – Assistance and Referral
- Information and Assistance – Education
- Ombudsman
- Health Promotion – *Enhance Fitness and Tai Chi: Working for Better Balance*
- Legal Aid Services
- Legal Aid Education

Currently, there are not any projects/services with waiting lists.

**SCOPE OF WORK JUSTIFICATION
I&A Direct Service Waiver**

SFY-2018 Information and Referral

1. SERVICE AREA INCLUDES THE FOLLOWING COUNTIES: Hughes, Lincoln, Okfuskee, Pawnee, Payne, Pottawatomie and Seminole			
II. NAME OF SERVICE: Information and Referral			
III. (A) \$ Unit Cost	(B) \$ Total Funding	(C) # Units	(D) Unduplicated Persons Served
\$32.58	\$29,324	900	900
IV. Formula used to calculate unit cost: Total funding divided by the total yearly units of service. (B) / (C) = (A) \$29,324 / 900 = \$32.58			
V. Show the breakdown of Total Funding for Service: Total funding includes Title III-B Access funding \$20,526.80 and Title III-B Supportive Services \$8797.20			
VI. Activities to Meet the Scope of Work:			
1. AAA will market the I & A service and promote the Senior Info Line throughout the PSA via press releases and newsletter articles twice yearly			
2. AAA will collect data and input the findings into the NAPIS (AIM) system each month during the fiscal year.			
3. Survey program participants at least once during the grant year in order to:			
<ul style="list-style-type: none"> a) assess satisfaction with services provided; b) determine unmet needs; and c) make needed corrections or adjustments. 			

SFY-2018 Education/Information and Assistance Scope of Work

1. SERVICE AREA INCLUDES THE FOLLOWING COUNTIES: Hughes, Lincoln, Okfuskee, Pawnee, Payne, Pottawatomie and Seminole			
II. NAME OF SERVICE: Education/Information and Assistance			
III. (A) \$ Unit Cost	(B) \$ Total Funding	(C) # Units	(D) Unduplicated Persons Served
\$13.79	\$55.16	4	
IV. Formula used to calculate unit cost: Total funding divided by the total yearly units of service. (B) / (C) = (A) \$55.16 / 4 = \$13.79			
V. Show the breakdown of Total Funding for Service: Total funding from Title III-B Supportive Services \$55.16			
VI. Activities to Meet the Scope of Work:			
1. AAA will conduct educational presentations on the AAA and I&A services and promote the Senior Info Line throughout the PSA.			
2. AAA will collect data and input the findings into the NAPIS (AIM) system each month during the fiscal year.			
3. At least 20 percent of the I&A presentation attendees will be surveyed to: a) assess satisfaction with information provided; and b) determine unmet needs;			

FEDERALLY REQUIRED FOCUS AREAS (TARGET POPULATIONS)

OUTREACH

The data used was from Appendix 4; Demographics of Older Persons in the PSA. The actual numbers used for target populations served were retrieved from AIM report OKN517. However, OKN 517 does not report the number of individuals living alone that have been served, which is a target population that Outreach serves frequently.

Hughes County - The top 2 target populations in Hughes County are Individuals living alone (1,089) and Native Americans (505) with Poverty (500) a close third. Outreach has had very good success with presentations at nutrition sites with participants calling outreach and the site managers referring clients to Outreach. Press releases have also worked well in Hughes County. Native Americans normally attend the Title VI nutrition sites and apply for service through the tribes. In SFY 2017, there were 56 units of outreach for Hughes County serving 31 clients below poverty, 2 African American clients and 2 Native American clients.

Lincoln County - The top 2 target populations in Lincoln County are Individuals living alone (2,236) and Poverty (685). Outreach has had very good success with presentations at nutrition sites with participants calling outreach and the site managers referring clients to Outreach. Press releases have also worked well in Lincoln County. In SFY 2017, there were 113 units of outreach for Lincoln County serving 30 clients below poverty, 4 African American clients and 1 Native American client.

Okfuskee County - The top 2 target populations in Okfuskee County are Individuals living alone (781) and American Indians (425). Outreach has had success with individuals living alone with presentations at nutrition sites and press releases, however there has been limited success in reaching the Native American population, which is known to use services through the Muskogee Creek Nation. In SFY 2017, there were 17 units of outreach for Okfuskee County serving 3 clients below poverty and 1 Native American client.

Pawnee County - The top 2 target populations in Pawnee County are Individuals living alone (703) and American Indians (455). Outreach has had success with individuals living alone with presentations at nutrition site, health fairs and press releases; however, there has been limited success in reaching the Native American population, which is known to use Title VI services through the Pawnee Nation. In SFY 2017, there were 10 units of outreach for Pawnee County serving 4 clients below poverty, and 1 Native American client.

Payne County - The top 2 target populations in Payne County are Individuals living alone (3,640) and Poverty (900). Outreach has had success with serving both of the target populations with presentations at nutrition sites and the site managers making referrals to Outreach, health fairs and press releases. In SFY 2017, there were 101 units of outreach for Payne County serving 41 clients below poverty, 3 African American clients and 2 Native American clients.

Pottawatomie County - The top 2 target populations in Pottawatomie County are Individuals living alone (4,255) and Poverty (1,470). Outreach has had very good success with serving both of the target populations by press releases, presentations at nutrition sites and the site managers making referrals to Outreach, health fairs and press releases. In SFY 2017, there were 83 units of outreach for Pottawatomie County serving 38 clients below poverty, 3 African American clients, 3 Native American clients and 1 designated as other.

Seminole County - The top 2 target populations in Seminole County are Individuals living alone (1,741) and Poverty (705). Outreach has had very good success with serving both of the target populations by press releases, presentations at nutrition sites and the site managers making referrals to Outreach, health fairs and press releases. In SFY 2017, there were 80 units of outreach for Payne County serving 41 clients below poverty, 12 Native American clients and 5 African American clients.

Gaps in services are not tracked by Outreach, but the Outreach team is familiar with what services a county and/or city have for their clients.

It is also very beneficial for all the counties that Outreach is housed in the same office as COEDD's I&A and Caregiver Coordinator. When they receive a call and they believe Outreach could help the individual, they often make an instant Outreach referral.

When Outreach receives a referral, the Outreach Coordinator checks on AIM to see if the person already has an AIM client ID number, if they do not have a client ID number, they are considered a new client and after the in-home assessment, their information is entered into AIM and they are given a Client ID number.

After Outreach receives a referral, they call the client to set up the in-home assessment. During the assessment, the Outreach specialist discusses the needs of the client and makes recommendations or referrals to other businesses/organizations. If the referral was received through AIM, the Outreach coordinator verifies that it has been completed. About 2 weeks after the home visit the outreach specialist calls the client to see if services have started or if they received the information or the items they needed.

The main training topics COEDD AAA provides for Outreach workers consists of Older Americans Act Training, Intake and Assessment training, Safety training, Resource Referral Training and AIM training, if needed. The Director and Planner have meetings with Outreach quarterly for strategy planning.

The number of referrals in SFY-17 for Title III participants was 359 and Non-Title III participants' was 101. When there are not any Title III services available for the client's needs, Outreach will refer local organizations such as Love, Inc. (a not-for-profit group of churches) in Cushing that helps pay utilities and helps with donating furniture and food. They also use "Stillwater Cares", which is a group of churches that help individuals in need, "OSU Engages" is an organization that provide services with student who will help with labor, "Campers on Missions "

(Pottawatomie and Lincoln counties) is a group of retired men that will provide labor for building/repairing porches and build handicap ramps, etc. Outreach also receives help from all food banks.

Outreach provides services for Title VI clients if there are not any services available through their tribal affiliations. Outreach conducts presentations at Tribal Health Fairs when they are asked by the tribes. The Citizen Pottawatomie Tribe has a very important transportation program for all citizens of Shawnee and Tecumseh. They offer free transportation locally, as well as transportation to Medical appointments as far away as Oklahoma City and Norman, free of charge.

Best practices for Outreach are working with other organizations in order to address the needs of the clients. Presentations to Title VI programs has helped to increase the numbers of Native Americans age 60+ served as well as minority low income age 60+ population. Presentations to nutrition sites help locate and serve living alone age 60+ and low income (poverty) age 60+ populations.

CAREGIVER / GRANDPARENTS

The Grandparent Raising Grandchildren population is reported to be on the rise. However, the number of this population seems to remain the same. The Caregiver Coordinator targets every county in the COEDD PSA with press releases, she sends letters to school counselors, health department and visits nutrition sites, both Title III and Multi-purpose Centers. COEDD is not aware of any other agencies in the PSA that provide respite services for grandparents. The Caregiver Coordinator will refer some grandparents to Sunbeam Family Services in Oklahoma City for programs/presentation they provide and at the beginning of the school year, she will locate organizations that provide free school supplies for children, such as the Salvation Army.

HOLOCAUST SURVIVORS

While searching for any information on Holocaust Survivors, an article authored by Shachar Peled from CNN, reports that “an estimated one-third of the survivors in the country live at or below the poverty line...”. He also reports that 50% of the survivors live in New York City. In 2014, the director of The Jewish Federation of Greater Oklahoma City reported there were a “handful” of holocaust survivors in Oklahoma City, but they no longer speak of the experiences or they are too elderly to talk about it. There are not any Holocaust Survivors services in the COEDD AAA PSA. If COEDD AAA receives a request from a survivor, all staff will have information from the *ACL Guidance to the Aging Network: Outreach and Service Provision to the Holocaust Survivors*.

ELDER JUSTICE

Elder abuse is under reported and many victims are ashamed or embarrassed to report it, therefore COEDD has been diligent in promoting awareness of elder abuse, neglect and exploitation through articles in the AAA newsletters, and press releases. Elder Abuse posters with the abuse hotline phone number have been placed in all nutrition sites. During the Outreach staff and the Caregiver coordinator’s in-home

visits they are very conscientious of detecting signs of abuse, neglect, even self-neglect, and exploitation of their clients.

It has been highly reported that there are extreme cases of elder Abuse in Nursing Homes. The Ombudsman Supervisors and Volunteer Ombudsman are highly trained to detect abuse and neglect in their facilities during their regular visits. The SFY 2019-2022 Management Plan for COEDD AAA includes Goals and Objectives for the Ombudsman to conduct at least 10 In-service presentations on Elder Abuse at least 10 times a year..

Legal Aid focuses on Elder Justice with assistance and education. COEDD AAA will call The Department of Human Services Adult Protective Services experts if abuse or neglect is suspected and many cases of Elder abuse, Neglect and Exploitation are discovered through their investigations.

SECTION VII APPENDICES

AREA PLAN APPENDICES

Appendix 1 Organizational structure

Appendix 2 AAA Organizational Chart, ADV, BOD

Appendix 3 Training Schedule- AAA Staff and Annual Project Training

Appendix 4 Demographics of Older Person in PSA

Appendix 5 Current Poverty Guidelines

Appendix 6 Management Plan

Appendix 7 Designated Focal Points

Appendix 8 Aging Program Output Table and Narrative

Appendix 9 Volunteer Program

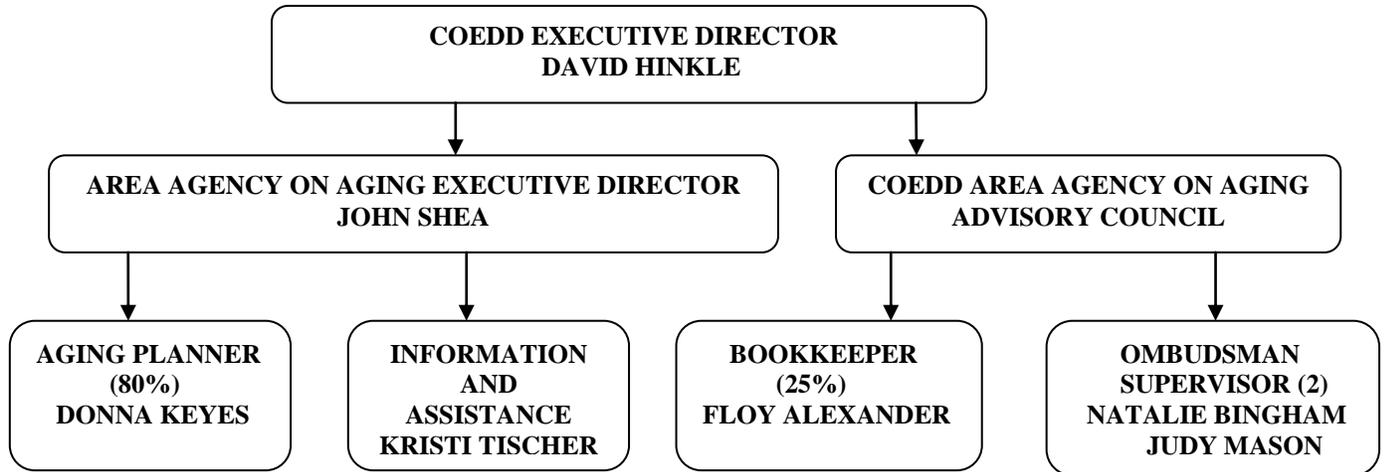
APPENDIX 1 ORGANIZATIONAL STRUCTURE

The COEDD Area Agency on Aging (AAA) was designated as an AAA in 1979. The COEDD AAA serves an area that is primarily rural. The AAA currently offers a wide range of services both directly and through contracts for persons 60 years of age and older. The AAA's largest contract's are for the delivery of the Senior Nutrition Program that serves congregate and home delivered meals at 25 nutrition sites in the seven county service area. A legal services project contracts to provide legal representation and education in four of the counties served by the AAA. The AAA has two Ombudsman Supervisors whose primary goal is to ensure the rights of persons who reside in institutional settings such as: nursing homes, assisted living facilities and residential care facilities. The AAA has an Information and Assistance coordinator who assists older persons and their caregivers to locate and access services that promote independence. COEDD AAA has two direct service waivers to provide services directly to older persons. The first direct service waiver is the Caregiver Program that is currently administered by the AAA to assist caregivers in receiving respite care and to access services that will enhance their role as caregivers. The caregiver program also assists grandparents raising grandchildren with respite and access to services. The second direct service waiver is the Outreach Program, which assists older adults, age 60 and over, gain access to services and resources in their communities so they are able to age in place. The Department of Commerce provides state funding for the CENA program that helps independent senior centers provide life enriching services in many rural isolated parts of the AAA service area. The AAA also receives private funding from the Masonic Charity Foundation to assist persons age 55 and older with direct services. Some of the services provided by the Masonic funding are construction of wheelchair ramps, reconstructing doorways for wheelchair accessibility, converting a bathtub to a shower, eyeglasses, dentures and other health and safety needs.

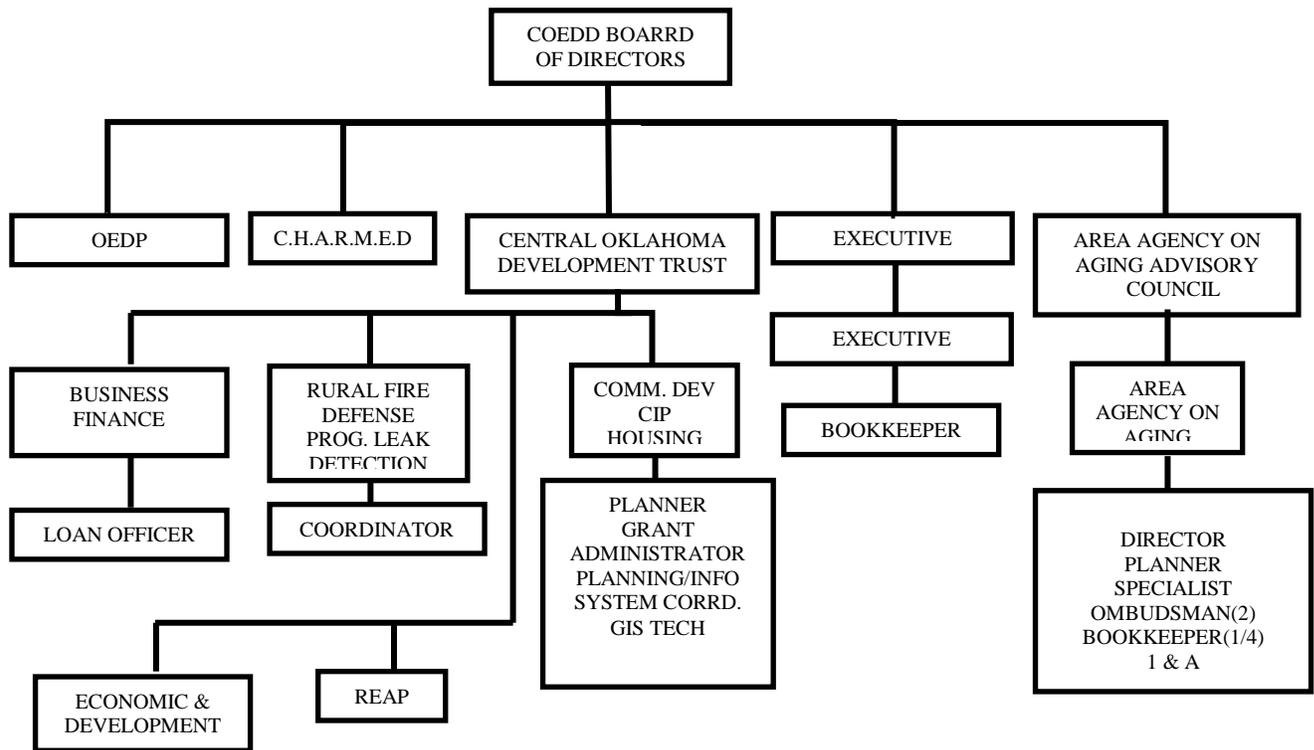
Central Oklahoma Economic Development District (COEDD), which is the umbrella organization that houses the AAA, has several programs that assist rural cities and towns. Programs and services offered include the rural fire defense program, GIS mapping services, housing, CDBG grant administration, economic development loans, transportation planning and administering the state funded REAP program.

APPENDIX 2 ORGANIZATIONAL CHARTS

ORGANIZATIONAL CHART - COEDD AAA



ORGANIZATIONAL CHART- COEDD SPONSORING AGENCY



AREA AGENCY ON AGING ADVISORY COUNCIL

The role of the AAA Advisory Council is to bring important matters relative to older persons to the attention of the COEDD Board of Directors. Such advice and/or recommendations may be accompanied by a request from the COEDD AAA Advisory council for formal COEDD Board of Directors action in whatever form is appropriate.

According to OAC Policy 340:105-10-32 (a) (2) (A-D) The advisory council may not be composed of : (A) State Agency staff or governing board members; (B) AAA Staff or governing board members; (C) Title III project staff or governing board members; or (D) any person that may give an appearance of a potential conflict of interest.

The ✦ symbol before a COEDD AAA Advisory Council Members' name indicates that he/she has a conflict of interest and/or associated with an organization being voted upon and will abstain from voting on approval of funding.

Total Members	Advisory Council	Total Minority	Total Disabled	Advisory Council Members Who Are Age 60 Or Over							
				Total Age 60+	Black Age 60+	Hispanic Age 60+	Asian Age 60+	American Indian Age 60+	Disabled Age 60+	Low Income Age 60+	Consumer Age 60+
33		6	0	25	1	0	0	2	0	4	5

NAME	ORGANIZATION AFFILIATION	ADDRESS	PHONE NUMBER	YEAR OF TERMS		OFFICER
				Start	End	
William Hixson		Rt 1 Box 151 Terlton, OK 74081	918-757-4167	Jul-17	Jun-18	Chairman
✦ Bob Ellis		5091 S 357 Rd Maramec, Ok 74045	918-454-2246	Jul-17	Jun-18	Vice-Chairman
Pat Childers		515 N State St Konawa, OK 74849	580-925-2588			

Anna Brown		814 S Bell Shawnee, OK 74801	405-2751928			
Jim Montgomery	Agra Senior Center	c/o Agra Sr Center PO Box 278 Agra, OK 74824	918-375-2464			
Melodie Martin	OG&E	1300 N. Kennedy, Shawnee, OK 74801	800-2729741			
Charles Campbell		33010 Hardesty Rd. Shawnee, OK 74801	405-275-4344			
Designated Representative	Social Security	909 E. Federal Shawnee, OK 74804	877-897-0604			
Bob Gilbert	Perkins Senior Center	c/o Perkins Sr Ctr PO Box 606 Perkins, Ok 74059	405-338-5809			
Judith Pickering	Muscogee Creek Nation	Lackey Hall 1804 E 4th, Okmulgee, OK 74447	918-756-4333			
Mordell Trammell		PO Box 6 Mcloud., OK 74851	405-481-7161			
Leola Rutherford		PO Box 247 Dustin, Ok 74839	918-656-3421			
Joan Blankenship		3205 Westpoint Rd Stillwater, Ok 74074	405-377-5913			
Roy Blakenship		3205 Westpoint Rd Stillwater, Ok 74074	405-377-5913			
Tami Fleeman	CPN Tribe	2307 S. Gordon Cooper Dr Shawnee, OK 74801	405-273-5236			
Jim Brenner		310 E. Highland, Tecumseh, OK 74873	419-357-8441			
Correna Wison-Pickens		217 s. Philadelphia Shawnee, OK 74801	405-432-5265			
Monroe Jeffrey		13 Father Joe Murphy Dr Shawnee, OK 74801				
David Pock		P O Box 555 Perkins, OK 74059	918-857-8110			
Terri Anderson	Muscogee Creek Nation	PO Box 580 Okmulgee, OK 74447	918-756-4333			
Ruth Ellis		52901 S 357 Rd Maramec, OK 74045	918-454-2246			
Judy Harrell		518 Cottonwood Tecumseh, OK 74873	405-598-2606			
Theo Crawley		PO Box 427 Weleetka, OK 74880	405-786-2436			

Cathy Hickson		Rt 1 Box 151 Terlton, OK 74081	918-757-4167			
Billie Mauldon	IOWA Tribe	c/o Iowa Tribe RR 1 Box 2741, Perkins, OK	405-547-5404			
Valerie Zayat-Bloodgood		915 S Main Stillwater, OK 74076	405-377-8012			
Leon Silkwood		6818 W Esecoc Cushing. OK 74023	918-225-2139			
Mary Silkwood		6818 W. Esecoc Cushing OK 74023	918-225-2139			
Elizabeth Welch		1923 393 Rd Dustin, OK 74839				
Rose Gray	Agra Senior Center	c/o Agra Sr Center PO Box 278 Agra, OK 74824	918-375-2464			
Arvel Harris		PO Box 148 Macomb, OK 74850	405-550-8806			
Jo Smith		PO Box 148 Macomb, OK 74850	405-464-7106			
Anna Sterner	Muscogee Creek Nation	PO Box 5810 Okmulgee, OK 7447	918-549-2402			

COEDD AREA AGENCY ON AGING BOARD OF DIRECTORS

Role of Board of Directors: The COEDD Board of Directors is the governing authority over the Area Agency on Aging (AAA). The Board of Directors approves all grants, contracts, major program changes and budget.

The ✦ symbol before a COEDD Board of Directors name indicates that he/she abstains from voting on motions related to approval of funding for Title III Project Boards they serve on.

BOARD OF DIRECTORS MEMBERSHIP

Composition of the Board of Directors

Total Members Board of Directors	Total Minority	Total Disabled	Board of Directors Members Who Are Age 60 Or Over							
			Total Age 60+	Black Age 60+	Hispanic Age 60+	Asian Age 60+	American Indian Age 60+	Disabled Age 60+	Low Income Age 60+	Consumer Age 60+
32	2	0	12	1	0	0	0	0	0	0
NAME	ORGANIZATION AFFILIATION	ADDRESS	PHONE NUMBER	YEAR OF TERMS		OFFICER				
				Start	End					
Kent Bradley	Payne County Commissioner #3	3004 E. Airport RD Stillwater, OK 74075	1-405-624-9300	July 2017	June 2018	Chair				
Mark Mosley	Wewoka City Manager	PO Box 1497 Wewoka, OK 74884	1-405-257-2413	July 2017	June 2018	First Chair				
James Melson	Cityof Chandler City Manager	414 Manvel Chandler, OK 74834	1-405-258-3200	July 2017	June 2018	Second Chair				
Randy Thomas	Pottawatomie County Commissioner #1	14101 Acme RD Shawnee, OK 74804	1-405-598-2046	July 2017	June 2018	Secretary				
Leonard Washington	City of Bristow Mayor	110 W. 7 th Bristow, Oklahoma 74010	1-918-367-6244							

★ Gary Gray	Hughes County Commissioner	200 N. Broadway Suite 7, Holdenville, OK 74848	1-918-452-3251			
Mike Dockery	City of Holdenville Community Development	PO Box 279 Holdenville, OK 74848	1-405-379-3398			
Lee Doolen	Lincoln County Commissioner District #1	811 Manvel, Suite #4 Chandler, OK 74834	1-405-258-0080			
Dick Walton	City of Meeker Town Administrator	PO Box 428 Meeker, OK 74855	1-405-279-3321			
Jim Greff	City of Prague City Manager	1116 N Broadway Prague, OK 74864	1-405-567-2279			
Fran Woods	City of Stroud City Manager	PO Box 500 Stroud, OK 74079	1-918-968-2890			
Chester Duncan	Town of Wellston City Services Director	PO Box 353, Wellston, OK 74881	1-405-356-2476			
★ Bruce Smith	Okfuskee County Commissioner	PO Box 26, Okemah, OK 74859	1-918-623-0939			
Bert Robison	City of Okemah City Manager	502 W Broadway, Okemah OK 74859	1-918-623-1050			
Elzie Smith	City of Cleveland City Manager	PO Drawer 190 Cleveland, OK 74020	1-918-358-3506			
★ Dale Carter	Pawnee County Commissioner District #3	500 Harrison Suite 203, Pawnee, OK 74058	1-918-762-3741			
Brad Sewell	City of Pawnee Mayor	510 Illinois, Pawnee, OK 74058	1-918-762-2658			
Janice Smith	Town of Westport Trustee	733 Orchard Lane, Westport, OK 74020				
Bob Ernst	City of Perkins City Manager	PO Box 9, Perkins, OK 74059	1-405-547-2445			
Jane Schuster	Town of Bethel Acres Trustee	18101 Bethel Rd, Shawnee, OK 74801	1-405-275-4182			
David Zeller	City of Maud City Clerk	PO Box 217, Maud, OK 74854	1-405-374-2717			
★ Buck Day	City of McLoud City Manager	PO Box 300 Street, McLoud, OK 74851	1-405-788-4751			
Lisa Van Liew	Town of Pink Trustee	22058 Pink Lane, Tecumseh, OK 74873	1-405-420-1729			
James Harrod	City of Shawnee City Commissioner	1303 W Farrell, Shawnee, OK 748011	1-405-642-6963			
Justin Erickson	City of Shawnee City Manager	PO Box 1448, Shawnee, OK 74802-1448	1-405-878-1601			

Jimmy Stokes	City of Tecumseh City Manager	114 N. Broadway, Tecumseh, OK 74873-3291	1-405- 598-2188			
Jim Collard	Citizens Pottawatomie Nation Director Economic Development	1601 Gordon Cooper Dr. Shawnee, OK 74801	1-405- 275-3121			
✦ John Kirby	Seminole County Commissioner	110 S. Wewoka Suite 103, Wewoka, OK 74884	1-405- 257-2450			
Tim Coffey	City of Konawa Interim City Manager	122 N. Broadway, Konawa , OK 74849	1-405- 925-3025			
Steve Saxon	City of Seminole City Manager	PO Box 1218, Seminole, OK 74868	1-405- 642-6963			
Theo Crawley	Ex-Officio	121 W. 5 th St., Weleetka, OK 74880				
Carl Hensley	Ex-Officio	PO Box 264, Yale, OK 74083	1-918- 766-5308			

ADVISORY COUNCIL SCHEDULE OF MEETING DATES SFY-19

<u>Date</u>	<u>Time</u>	<u>Place of Meeting</u>
July 23, 2018	11:30 A.M.	Golden Corral 2513 N Harrison Shawnee. OK 74804
October 22, 2018	11:30 A.M.	Golden Corral 2513 N Harrison Shawnee. OK 74804
January 28, 2019	11:30 A.M.	Golden Corral 2513 N Harrison Shawnee. OK 74804
April 22, 2019	11:30 A.M.	Golden Corral 2513 N Harrison Shawnee. OK 74804

The New Member and Annual Training is scheduled for April 22, 2019.

AAA BOARD OF DIRECTORS SCHEDULE OF MEETING DATES SFY-19

<u>Date</u>	<u>Time</u>	<u>Place of Meeting</u>
July 11, 2018	11:30 A.M.	Project Heart, Inc. 830 W. Ford Shawnee, OK
September 12, 2018	11:30 A.M.	Project Heart, Inc. 830 W. Ford Shawnee, OK
November 14, 2018	11:30 A.M.	Project Heart, Inc. 830 W. Ford Shawnee, OK
January 9, 2019	11:30 A.M.	Project Heart, Inc. 830 W. Ford Shawnee, OK
March 13, 2019	11:30 A.M.	Project Heart, Inc. 830 W. Ford Shawnee, OK
May 8, 2019	11:30 A.M.	Project Heart, Inc. 830 W. Ford Shawnee, OK

The Board of Directors do not have a required member training; however, some members may receive training on an “as needed” basis.

APPENDIX 3 TRAINING SCHEDULE- AAA STAFF AND ANNUAL PROJECT TRAINING

New Hire Orientation/Annual Training for (January-December 2017)				
AAA/Project	Staff Name	Date of Training	Training Topic	# Hrs.
COEDD AAA	John Shea, AAA Director	February 1, 2017	Webinar- ASD Pilot Outreach	2 hr
		March 7, 2017	Attended O4A Quarterly Board of Director's Meeting	7 hr
		March 8, 2017	Quarterly ASD O4A Meeting	7 hr
		March 14 2017	State Planners' meeting – Area Plan SFY-2019 - 2022	6 hrs
		March 28, 2017	OARC Board Meeting	6 hrs
		April 10, 2017	ASD Fiscal Training	
		April 24, 2017	COEDD AAA Advisory Council Annual Training	1.5 hrs
		June 5, 2017	I & A training	6 hrs
		June 6, 2016	Attended O4A Quarterly Board of Director's Meeting	6 hrs
		June 7, 2017	O4A ASD meeting	5 hrs
		July 19, 2017	Training – Re-assessment procedure for Project H.E.A.R.T.	2 hr
		August 15, 2017	OARC Meeting	6 hours
		September 6 , 2017	Chore Service Training	2 hr
		September 12, 2017	O4A Board of Directors Meeting	7 hrs
		September 13, 2016	Quarterly ASD O4A Meeting	3 hrs
		December 6, 2016	O4A Board of Directors Meeting	7 hrs
		December 7, 2016	Quarterly ASD O4A Meeting	3 hrs
COEDD AAA	Donna Keyes, AAA Planner	March 14, 2017	Planners meeting– Area Plan SFY-2019 - 2022	6 hrs
		April 24, 2017	COEDD AAA Advisory Council Annual Training	1.5 hrs
		June 13, 2017	Planners meeting	6 hr
		August 24, 2017	Older American Act and ADL/IADL training	4 hr
		July 19, 2017	Training – Re-assessment procedure for Project H.E.A.R.T.	2 hr
		July 27, 2017	Training – Revised Intake forms	2 hrs
		August 24, 2017	Intake and Assessment form training – New Hire	2.5 hrs
		August 24, 2017	Older Americans' Act and ADL/IADL Training	2hrs
		September 6, 2017	Chore Service Training	2 hrs
		September 14, 2017	Planners meeting – Site Assessments	6 hrs
		October 2, 2017	AIM Training – Health Promotion	1.5 hrs

		October 10, 2017	ASD Aim Client Screen Training	2 hrs
		December 12, 2017	Planners meeting	6 hrs
COEDD AAA	Kristi Tischer, AAA I&A Specialist	January 24, 2017	NASUAD Webinar – Helping Connect Individuals to Benefits	1 hr.
		February 14, 2017	I&A ASD Training Conference Call	1 hr
		March 22, 2017	NASUAD Webinar – Limb Loss Resource	1 hr
		May 9, 2017	I&A ASD Training Conference Call Topic SCSEP	1 hr
		May 11, 2017	Attended AIRS Webinar – Older Adults Aging Awareness and Sensitivity	1 hr
		April 24, 2017	Advisory Council Training – Council Members responsibilities	1.5 hrs
		May 25, 2017	DHS – Training on Advantage and Medicaid	1 hr
		June 5, 2017	Attended ASD I&A training	6 hrs
		August 8, 2017	ASD I&A Training Call	1 hr
		Sept 25, 2017	Provided Outreach Resource Training	1.5 hr
		October 12 & 13, 2017	OK AIRS Conference	12 hrs
COEDD AAA	Patti Marshall, Caregiver Coordinator	January 19, 2017	Webinar: Justice in Aging – Elder Finance Abuse	1 hr.
		March 22, 2017	Webinar: Justice in Aging – Older Adults and Homecare Decisions	1 hr
		April 24, 2017	Advisory Council Training – Council Members responsibilities	1.5 hrs
		May 17, 2017	Webinar: Justice in Aging – Financial Abuse and Medicaid Denials	1 hr
		May 25, 2017	DHS – Training on Advantage and Medicaid	1 hr
		July 13, 2017	Legal Resource Seminar – Sunbeam Family Services	2 hr
		August 12, 2017	Webinar: Justice in Aging – Medicaid 101	1 hr
		November 13, 2017	AIM Training	1.5 hr
COEDD AAA	Natalie Bingham, AAA Ombudsman Supervisor	January 4 & 5, 2017	New Ombudsman – State Training	12 hrs.
		January 9, 2017	New Ombudsman – State Training	6 hrs
		January 13, 2017	Webinar – Medicaid 101 and Strategies for Wandering Patients	1.5 hrs
		January 18, 19 & 20, 2017	New Ombudsman – State Training	18 hrs.

		February 6, 2017	Ombudsman Volunteer Meeting – Shawnee	2 hrs.
		February 17, 2019	Webinar –Interdisciplinary Training for those who serve vulnerable adults	1.5 hrs.
		March 1, 2017	Ombudsman Volunteer Meeting – Shawnee	2 hrs.
		March 15, 16, & 17, 2017	State Ombudsman Bi Annual Training	18 hrs
		March 21, 2017	In-service – Ombudsman Role	1 hr
		March 22, 2017	In-service – Ombudsman Role	1 hr
		March 24, 2017	In-service – Abuse and Neglect	1 hr
		March 29, 2017	Webinar – The LTCOP Role & Ombudsman Program Advocacy	1.5 hrs
		April 5, 2017	Ombudsman Volunteer Meeting – Shawnee	2 hrs.
		April 10, 2017	In-Service – Ombudsman Role	1 hr
		April 24 2017	COEDD Advisory council Annual Training	1.5 hrs.
		April 25, 2017	New Ombudsman Volunteer Training	1 hr
		April 25, 2017	Webinar – Conflict of Interest	1.5 hrs
		April 26, 2017	New Ombudsman Volunteer Training	1 hr
		May 3, 2017	Ombudsman Volunteer Meeting – Shawnee	2 hrs.
		May 17, 2017	Webinar – Elder Financial Abuse and Medicaid Denials	1.5 hrs
		June 7, 2017	Ombudsman Volunteer Meeting – Shawnee	2 hrs.
		June 12, 2017	Webinar – LTCOP Volunteer Management	1.5 hrs
		June 13, 2017	Training – “How to Interview Individuals with Disabilities”	6 hrs
		June 14, 2017	Training – Learning signs of abuse	6 hrs
		July 5, 2017	Ombudsman Volunteer Meeting – Shawnee	2 hrs.
		July 18, 2017	Webinar – Fall Prevention	1 hr
		August 2, 2017	Ombudsman Volunteer Meeting – Shawnee	2 hrs.
		August 21, 2017	Ombudsman Program Training to LPN class at Gordon Cooper Vo-Tech	2 hrs
		September 13, 14, & 15, 2017	Bi-annual Ombudsman State Training	18 hrs
COEDD AAA	Cynthia Lincoln, AAA Ombudsman Supervisor	January 4, 2017	Volunteer Monthly meeting - Shawnee	2 hrs
		January 31, 2017	Volunteer Monthly meeting - Stillwater	2 hrs
		February	In-Service – Elderly Abuse-	1 hr

		6,2017	Stroud	
		February 10, 2017	In-Service – Elderly Abuse Stillwater	1 hr
		February 21, 2017	In-Service – Elderly Abuse Meeker	1 hr
		February 24 2017	In-Service – Elderly Abuse Chandler	1 hr
		February 28, 2017	Volunteer Monthly meeting - Stillwater	2 hrs
		March 15, 16, & 17, 2017	Bi- annual Ombudsman Training	18 hrs
		March 20, 2017	In-Service – Elderly Abuse Pawnee	1 hr
		March 22, 2017	In-Service – Elderly Abuse Okemah	1 hr
		March 28, 2017	Volunteer Monthly meeting - Stillwater	2 hrs
		April 13, 2017	In-Service – Elderly Abuse Stillwater	1 hr
		April 24 2017	COEDD Advisory council Annual Training	1.5 hrs.
		April 25, 2017	Volunteer Monthly meeting - Stillwater	2 hrs
		May 8 & 10, 2017	Volunteer Training	6 hrs
		April 30, 2017	Volunteer Monthly meeting - Stillwater	2 hrs
		June13, 2017	Training – “How to Interview Individuals with Disabilities”	6 hrs
		June 14, 2017	Training – Learning signs of abuse	6 hrs
		June 27, 2017	Volunteer Monthly meeting - Stillwater	2 hrs
		July 25, 2017	Volunteer Monthly meeting - Stillwater	2 hrs
		August 21, 2017	Ombudsman Program Training to LPN class at Gordon Cooper Vo-Tech	2 hrs
		August 29, 2017	Volunteer Monthly meeting - Stillwater	2 hrs
		September 13, 14, & 15, 2017	Bi-annual Ombudsman State Training	18 hrs
		September 26, 2017	Volunteer Monthly meeting - Stillwater	2 hrs
		October 31, 2017	Volunteer Monthly meeting - Stillwater	2 hrs
COEDD AAA	Jonathan Mitchell, Outreach Manager	February 1, 2017	Outreach Pilot Form Conference Call	1 hr
		March 21, 2017	Strategies – I&A, Outreach and Caregiver working together in the best interest of clients	1.5 hr
		March 25, 2017	DHS APS – Training on Advantage and Medicaid	1 hr
		April 24 2017	COEDD Advisory council Annual Training	1.5 hrs.

		June 29, 2017	New Assessment Forms	1.25 hr
		July 3, 2017	New Age Staff Training – Revised Assessment Forms	1 hr
		July 19, 2017	Project H.E.A.R.T. – revised Assessment forms	1 hr
		August 24, 2017	Intake and Assessment form training – New Hire Older Americans Act and ADL/IADL Training	5 hr
		September 1, 2017	Chore Service Training @ Project H.E.A.R.T.	1 hr
		September 6, 2017	Chore Service Training	.5 hr
		September 14, 2017	Attended State Planners meeting	6 hr
		September 25, 2017	Outreach Resource Training	1.5
		October 2, 2017	New Age Staff Training – Chore Service	1 hr
		October 10, 2017	ASD AIM Training	3 hr
COEDD AAA	Richard Ortley, Outreach Specialist	February 27, 2017	COEDD New Hire Training/Orientation	3 hrs
		February 28, 2017	Field Training – Lincoln County	3 hrs
		March 2, 2017	Field Training – Lincoln & Payne County	5 hrs
		March 7, 2017	Field Training –Pawnee & Payne County	6 hrs
		March 21, 2017	Strategies – I&A, Outreach and Caregiver working together in the best interest of clients	1.5 hrs
		April 24 2017	COEDD Advisory council Annual Training	1.5 hrs.
		May 25, 2017	Training – ADvantage and Title III duplicates	1 hr
		June 29, 2017	Training – Revised Intake forms	2 hr
		July 19, 2017	Training – Re-assessment procedure for Project H.E.A.R.T.	2 hr
		September 6, 2017	Chore Service Training	2 hr
		November 13, 2017	AIM Training	1.5 hr
COEDD AAA	Amanda Wilson, Outreach Specialist	August 24, 2017	Intake and Assessment form training – New Hire Older Americans Act and ADL/IADL Training	5 hr
		August 28, 2017	Field Training – Pottawatomie County	5 hr
		September 5	Field Training – Hughes County	5 hrs
		September 6, 2017	Chore Service Training	.5 hr
		September 25	Resource Training	1.5 hr
		October 2, 2017	Chore Service Training Staff – New Age Project.	1 hr
COEDD AAA	Twila Kappelle, AAA Outreach Specialist	February 1, 2017	Outreach Pilot Form Conference Call	1 hr

		February 17, 2017	Networking	.5 hrs
		March 21, 2017	Strategies – I&A, Outreach and Caregiver working together in the best interest of clients	1.5 hr
		June 29, 2017	Training – Revised Intake forms	2 hr
COEDD AAA	Nyssa Howard, AAA Outreach Specialist	February 1, 2017	Outreach Pilot Form Conference Call	1 hr
		February 17, 2017	Networking	.5 hrs

*Required training topic

APPENDIX 4 DEMOGRAPHICS OF OLDER PERSONS IN THE PSA

The figures used in *Appendix 4. Demographics of Older Persons in the PSA* were retrieved from various sources. The sources and/or calculations to obtain the data are listed in Table 1 as reference to the resources used in the following Appendix 4 tables for the COEDD Provider Service Area (PSA) and each county in the PSA.

Table 1

*1	ACL AGID 2010-2014 ACS Special Tabulations: Oklahoma Total Population Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21001&stateabbr=OK
*2	ACL AGID 2010-2014 ACS Special Tabulations Oklahoma: Population 60 and over Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21006&stateabbr=OK zhttps://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21003&stateabbr=OK
*3	ACL AGID: 2010-2014 ACS Special Tabulations: Oklahoma: Population by Sex and Living Alone: Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21004&stateabbr=OK
*4	ACL AGID: 2010-2014 ACS Special Tabulations: Oklahoma: Population by Race: Table S21006 Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21006&stateabbr=OK
*5	ACL AGID: 2010-2014 ACS Special Tabulations: Oklahoma: Hispanic Population: Table S21008 Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21008&stateabbr=OK
*6	ACL AGID: 2010—2014 ACS Special Tabulations: Poverty by Age 60 and Over: Table S21055 Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21055&stateabbr=OK
*7	ACL AGID: 2010-2014 ACS Special Tabulations: Oklahoma: Poverty by Race/Minority; Table S21040 Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21040&stateabbr=OK
*8	ACL AGID: 2010-2014 ACS Special Tabulations: Oklahoma: Limited English: Table S21014B Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21014B&stateabbr=OK
*9	ACL AGID: 2010-2014 ACS Special Tabulations: Oklahoma: Grandparents Raising Grandchildren: Table S21013 Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21013&stateabbr=OK
*10	ACL AGID: 2010-2014 ACS Special Tabulations: Oklahoma: Veterans: Table S21025 Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S21025&stateabbr=OK
*11	ACL AGID: 2010-2014 ACS Special Tabulations: Oklahoma: Age by Number of Disabilities: Table S210D1S09 Available: https://agid.acl.gov/DataFiles/ACS2014/Table.aspx?tableid=S210DIS09&stateabbr=OK
*12	AIM Database: Report OKN506 Populations Demographics of Persons Served Age 60 and Over Fiscal Year 2017, July 1, 2016–June 30, 2017
*13	Alzheimer’s Association reports 15% of population over the age of 60 have Alzheimer’s Disease or other forms of Dementia -(Per Aging Services instruction)

APPENDIX 4 DEMOGRAPHICS OF OLDER PERSONS IN THE PSA

Type of population by county: COEDD PSA	# County (from AGiD per instructions)	Estimated Population Served in SFY2017	Estimated Population To Be Served in SFY2019
Total County pop.	251, 915		
Total County pop. 60+	48,445	2,386	2,309
Female 60+	25,870	1,462	1,435
Male 60+	22,575	885	867
African-American 60+	1,128	114	109
American Indian 60+	4650	85	78
Asian 60+	249	4	4
Hispanic/ Latino 60+	527	9	8
Poverty (low income) 60+	4,980	892	875
Poverty (low income) minority 60+	1,139	130	123
Limited English proficiency 60+	143	0	0
Individuals residing in rural isolated 60+	34,930	1,695	1,670
GGRC 60+	1,130	5	4
Individuals living alone 60+	14,445	1,085	1164
Veterans 60+	12,680	441	426
Estimated Totals			
*Individuals with disabilities 60+ (self- identified)	5,685	192	186
*Individuals at risk for institutional placement 60+(3 or more ADLS)	7,135	284	290
*Individuals with Alzheimer's Disease and related disorders 60+ (self- identified)	7,523	NO DATA AVAILABLE	NO DATA AVAILABLE

The totals for COEDD PSA were totaled from the individual counties data

APPENDIX 4 DEMOGRAPHICS OF OLDER PERSONS IN THE PSA

Type of population by county: HUGHES	# County (from AGiD per instructions)	Estimated Population Served in SFY2017	Estimated Population To Be Served in SFY2019
Total County pop.	13,840 (*1)		
Total County pop. 60+	3,100 (*2)	353	346
Female 60+	1,695 (*3)	205	200
Male 60+	1,405 (*3)	147	146
African-American 60+	64 (*4)	14	14
American Indian 60+	505 (*4)	15	15
Asian 60+	0 (*4)	0	0
Hispanic/ Latino 60+	40 (*5)	1	1
Poverty (low income) 60+	500 (*6)	189	185
Poverty (low income) minority 60+	129 (*7)	18	16
Limited English proficiency 60+	0 (*8)	0	0
Individuals residing in rural isolated 60+	3,340 (*2)	335	330
GGRC 60+	100 (*9)	0	0
Individuals living alone 60+	1,089 (*3)	152	148
Veterans 60+	605 (*10)	74	74
Estimated Totals			
*Individuals with disabilities 60+ (self- identified)	425 (*11)	34	34
*Individuals at risk for institutional placement 60+(3 or more ADLS)	465 (*11)	51	45
*Individuals with Alzheimer's Disease and related disorders 60+ (self- identified)	501 (*13)	NO DATA AVAILABLE	NO DATA AVAILABLE

APPENDIX 4 DEMOGRAPHICS OF OLDER PERSONS IN THE PSA

Type of population by county: LINCOLN	# County (from AGiD per instructions)	Estimated Population Served in SFY2017	Estimated Population To Be Served in SFY2019
Total County pop.	34,365 (*1)		
Total County pop. 60+	7,610 (*2)	442	400
Female 60+	3,880 (*3)	254	250
Male 60+	3,730 (*3)	152	150
African-American 60+	155 (*4)	16	16
American Indian 60+	480 (*4)	8	8
Asian 60+	8 (*4)	1	1
Hispanic/ Latino 60+	69 (*5)	0	0
Poverty (low income) 60+	685 (*6)	138	137
Poverty (low income) minority 60+	114 (*7)	16	16
Limited English proficiency 60+	4 (*8)	0	0
Individuals residing in rural isolated 60+	7,840 (*2)	265	260
GGRC 60+	210 (*9)	2	1
Individuals living alone 60+	2,236 (*3)	194	190
Veterans 60+	2,055 (*10)	74	72
Estimated Totals			
*Individuals with disabilities 60+ (self- identified)	1010 (*11)	36	35
*Individuals at risk for institutional placement 60+(3 or more ADLS)	1060 (*11)	59	58
*Individuals with Alzheimer's Disease and related disorders 60+ (self- identified)	1107 (*13)	NO DATA AVAILABLE	NO DATA AVAILABLE

APPENDIX 4 DEMOGRAPHICS OF OLDER PERSONS IN THE PSA

Type of population by county: OKFUSKEE	# County (from AGiD per instructions)	Estimated Population Served in SFY2017	Estimated Population To Be Served in SFY2019
Total County pop.	12,260 (*1)		
Total County pop. 60+	2,550 (*2)	260	258
Female 60+	1,345 (*3)	151	148
Male 60+	1,205 (*3)	109	106
African-American 60+	230 (*4)	36	35
American Indian 60+	425 (*4)	7	5
Asian 60+	4 (*4)	2	2
Hispanic/ Latino 60+	20 (*5)	2	2
Poverty (low income) 60+	420 (*6)	78	76
Poverty (low income) minority 60+	164 (*7)	16	17
Limited English proficiency 60+	15 (*8)	0	0
Individuals residing in rural isolated 60+	2,550 (*2)	244	242
GGRC 60+	60 (*9)	1	1
Individuals living alone 60+	781 (*3)	100	196
Veterans 60+	590 (*10)	49	47
Estimated Totals			
*Individuals with disabilities 60+ (self- identified)	370 (*11)	30	29
*Individuals at risk for institutional placement 60+(3 or more ADLS)	835 (*11)	39	37
*Individuals with Alzheimer's Disease and related disorders 60+ (self- identified)	382 (*13)	NO DATA AVAILABLE	NO DATA AVAILABLE

APPENDIX 4 DEMOGRAPHICS OF OLDER PERSONS IN THE PSA

Type of population by county: PAWNEE	# County (from AGiD per instructions)	Estimated Population Served in SFY2017	Estimated Population To Be Served in SFY2019
Total County pop.	16,565 (*1)		
Total County pop. 60+	3,910 (*2)	72	70
Female 60+	2,065 (*3)	46	44
Male 60+	1,845 (*3)	26	24
African-American 60+	39 (*4)	5	4
American Indian 60+	455 (*4)	1	1
Asian 60+	20 (*4)	0	0
Hispanic/ Latino 60+	54 (*5)	0	0
Poverty (low income) 60+	300 (*6)	30)	32
Poverty (low income) minority 60+	65 (*7)	4	4
Limited English proficiency 60+	10 (*8)	0	0
Individuals residing in rural isolated 60+	3,910 (*2)	56	54
GGRC 60+	75 (*9)	1	1
Individuals living alone 60+	703 (*3)	35	34
Veterans 60+	970 (*10)	14	12
Estimated Totals			
*Individuals with disabilities 60+ (self- identified)	680 (*11)	3	4
*Individuals at risk for institutional placement 60+(3 or more ADLS)	1045 (*11)	3	2
*Individuals with Alzheimer's Disease and related disorders 60+ (self- identified)	587 (*13)	NO DATA AVAILABLE	NO DATA AVAILABLE

APPENDIX 4 DEMOGRAPHICS OF OLDER PERSONS IN THE PSA

Type of population by county: PAYNE	# County (from AGiD per instructions)	Estimated Population Served in SFY2017	Estimated Population To Be Served in SFY2019
Total County pop.	78,725 (*1)		
Total County pop. 60+	11,675 (*2)	414	410
Female 60+	6,250 (*3)	267	264
Male 60+	5,425 (*3)	147	144
African-American 60+	120 (*4)	11	10
American Indian 60+	575 (*4)	5	4
Asian 60+	118 (*4)	1	1
Hispanic/ Latino 60+	120 (*5)	1	1
Poverty (low income) 60+	900 (*6)	139	135
Poverty (low income) minority 60+	89 (*7)	9	8
Limited English proficiency 60+	64 (*8)	0	0
Individuals residing in rural isolated 60+	11,675 (*2)	228	226
GGRC 60+	35 (*9)	0	0
Individuals living alone 60+	3,640 (*3)	195	193
Veterans 60+	2,590 (*10)	71	69
Estimated Totals			
*Individuals with disabilities 60+ (self- identified)	1005 (*11)	30	29
*Individuals at risk for institutional placement 60+(3 or more ADLS)	545 (*11)	51	50
*Individuals with Alzheimer's Disease and related disorders 60+ (self- identified)	1751 (*13)	NO DATA AVAILABLE	NO DATA AVAILABLE

APPENDIX 4 DEMOGRAPHICS OF OLDER PERSONS IN THE PSA

Type of population by county: POTTAWATOMIE	# County (from AGiD per instructions)	Estimated Population Served in SFY2017	Estimated Population To Be Served in SFY2019
Total County pop.	70,700 (*1)		
Total County pop. 60+	13,985 (*2)	451	435
Female 60+	7,555 (*3)	302	295
Male 60+	6,430 (*4)	147	143
African-American 60+	230 (*4)	16	15
American Indian 60+	1,345 (*4)	18	15
Asian 60+	75 (*4)	0	0
Hispanic/ Latino 60+	145 (*5)	3	2
Poverty (low income) 60+	1,470 (*6)	156	150
Poverty (low income) minority 60+	305 (*7)	27	24
Limited English proficiency 60+	40 (*8)	0	0
Individuals residing in rural isolated 60+	**0	199	190
GGRC 60+	380 (*9)	1	1
Individuals living alone 60+	4,255 (*3)	199	195
Veterans 60+	3,400 (*10)	70	68
Estimated Totals			
*Individuals with disabilities 60+ (self- identified)	1,205 (*11)	30	28
*Individuals at risk for institutional placement 60+(3 or more ADLS)	1,255 (*11)	41	40
*Individuals with Alzheimer's Disease and related disorders 60+ (self- identified)	2,098 (*13)	NO DATA AVAILABLE	NO DATA AVAILABLE

**** Note: DHS OAC Policy 340:105-10-3 lists Pottawatomie County as an Urban county**

APPENDIX 4 DEMOGRAPHICS OF OLDER PERSONS IN THE PSA

Type of population by county: SEMINOLE	# County (from AGiD per instructions)	Estimated Population Served in SFY2017	Estimated Population To Be Served in SFY2019
Total County pop.	25,460 (*1)		
Total County pop. 60+	5,615 (*2)	394	390
Female 60+	3,080 (*3)	237	234
Male 60+	2,535 (*3)	157	155
African-American 60+	290 (*4)	16	
American Indian 60+	865 (*4)	31	30
Asian 60+	24 (*4)	0	0
Hispanic/ Latino 60+	79 (*5)	2	2
Poverty (low income) 60+	705 (*6)	162	160
Poverty (low income) minority 60+	273 (*7)	40	38
Limited English proficiency 60+	10 (*8)	0	0
Individuals residing in rural isolated 60+	5,615 (*2)	368	368
GGRC 60+	170 (*9)	0	0
Individuals living alone 60+	1,741 (*3)	210	208
Veterans 60+	1,235 (*10)	86	84
Estimated Totals			
*Individuals with disabilities 60+ (self-identified)	990 (*11)	29	27
*Individuals at risk for institutional placement 60+(3 or more ADLS)	1930 (*11)	60	58
+*Individuals with Alzheimer's Disease and related disorders 60+ (self-identified)	842 (*13)	NO DATA AVAILABLE	NO DATA AVAILABLE

APPENDIX 5 CURRENT POVERTY GUIDELINE

2018 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA

PERSONS IN FAMILY/HOUSEHOLD

POVERTY GUIDELINE

For families/households with more than 8 persons, add \$4,320 for each additional person.

1	\$12,140
2	\$16,460
3	\$20,780
4	\$25,100
5	\$29,420
6	\$33,740
7	\$38,060
8	\$42,380

APPENDIX 6. . MANAGEMENT PLAN GOALS AND OBJECTIVES

COEDD AAA develops a Four Year Management Plan and develops an Annual Management Plan to outline the actions necessary to accomplish the Area Plan Goals and Objectives yearly. The most recent ACL Strategic Plan - Goals and Objectives (2013-2018) was used as a guide to develop COEDD AAA Management Plan for SFY 2019-2022

SFY 2019-2022

Management Plan for Area Agency on Aging Goals and Objectives

GOAL: #1 To advocate for the rights of older adults and people with disabilities.			OBJECTIVE: # 1 COEDD AAA will provide education, advocacy, technical assistance, and information to ensure the congregate and home-delivered meal programs remain a priority with elected officials.													
No.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS	
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE		
1.	COEDD AAA will invite the State Legislators from the PSA to attend the quarterly Advisory Council meetings twice each year 2019 through 2022.	2019 2020 2021 2022	X X X X							X X X X						Director, Planner
2.	Through press releases, COEDD will promote the congregate and home-delivered meal programs once yearly 2019 through 2022.	2019 2020 2021 2022			X				X				X			I&A, Planner

SFY 2019-2022

Management Plan for Area Agency on Aging Goals and Objectives

GOAL: #1 To advocate for the rights of older adults and people with disabilities.				OBJECTIVE: # 2 At least 1,000 older adults and people with disabilities will receive information regarding how to help maintain their independence.											
No.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	
1.	AAA staff will visit all the Title III nutrition sites and multipurpose sites in the PSA to make presentations on how older adults and people with disabilities can maintain their personal independence during 2021.	2021		X	X	X	X	X	X	X	X	X	X		All Staff
2.	Through newsletters and press releases individuals will receive information on lifestyle changes that can help people maintain their independence once each Fiscal Year	2019 2020 2021 2022		X			X			X			X		All Staff

SFY 2019-2022

Management Plan for Area Agency on Aging Goals and Objectives

GOAL: # 2 To empower older adults and people with disabilities to manage their own independence, well-being and health.			OBJECTIVE: # 1 COEDD AAA will document that at least 35 nutrition project staff and Outreach providers will receive ongoing information on existing and new programs offered to older adults and people with disabilities.												
No.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	
1.	COEDD AAA will publish an updated resource directory to be distributed to Title III and independent Multi-purpose Senior Center staff or as requested by businesses, organizations and individuals that request a resource directory. A time frame is not specified, because the AAA still has a large number of resource directories left from the last printing in SFY-15.	During 2019 to 2022												X	I&A

SFY 2019-2022

Management Plan for Area Agency on Aging Goals and Objectives

GOAL: #2 To empower older adults and people with disabilities to manage their own independence, well-being and health.			OBJECTIVE: # 2 COEDD AAA will document that at least 1,000 older people, people with disabilities and their friends and families received information on how to maintain their independence, well-being and health.												
No.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
1.	Through newsletter articles and press releases, COEDD AAA will provide information on wellness programs to at least 250 people yearly 2019 through 2022.	2019 2020 2021 2022			X X X X										All AAA Staff
2.	COEDD AAA will post updated information on health and wellness programs in the COEDD's 7 county area through COEDD's website , Facebook page and other social media outlets yearly 2019-2022.	2019 2020 2021 2022										X X X X			All AAA Staff

SFY 2019-2022

Management Plan for Area Agency on Aging Goals and Objectives

GOAL: # 3 Ensure the rights of older adults and people with disabilities and create awareness of abuse, neglect and exploitation.			OBJECTIVE: # 1 At least 200 facility staff and consumers will receive information on residents' rights and abuse, neglect and exploitation once a year 2019 through 2022.													
No.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS	
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE		
1.	AAA staff will provide two (2) trainings on residents' rights and abuse, neglect and exploitation to nursing students each year 2015 through 2018.	Twice yearly 2019 2020 2021 2022		X	X											Ombudsman Supervisors (2)
2.	AAA staff will present at least ten (10) programs on residents' rights to staff, residents and family in ten (10) long-term care facilities each year during 2015 through 2018.	2019 2020 2021 2022		X	X	X	X	X		X	X	X	X	X		Ombudsman Supervisors (2)

SFY 2019-2022

Management Plan for Area Agency on Aging Goals and Objectives

GOAL: # 3 Ensure the rights of older adults and people with disabilities and prevent their abuse, neglect and exploitation.			OBJECTIVE: # 2 Promote awareness of abuse, neglect and exploitation within the population of people with disabilities and older adults.												
No.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	
1.	AAA staff will visit all the Title III nutrition sites in the PSA to make presentations on symptoms of abuse, exploitation and neglect of older adults and people with disabilities to at least 1,000 people during 2015.	2021		X	X	X	X	X		X	X	X	X	X	Planner, AAA Staff
2	Through press releases and newsletters AAA will promote the awareness of abuse among older people and people with disabilities at least once a year in 2016 and 2018.	2020 2022			X						X				I&A, Planner

APPENDIX 6 MANAGEMENT PLAN NARRATIVE

Management Plan Form for AAA Goals and Objectives

SFY 2015-2018

Management Plan for Area Agency on Aging Goals and Objectives

GOAL: # 1				OBJECTIVE: # 1											
To advocate for the rights of older adults and people with disabilities.				COEDD AAA will provide education, advocacy, technical assistance, and information to ensure the congregate and home-delivered meal programs remain a priority with elected officials.											
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
1.	COEDD AAA will invite State Legislatures from the PSA to attend the Quarterly Advisory Council meetings twice each year 2015 through 2018	2015 2016 2017 2018	x x x x						x x x x						Planner, I&A, & Director

SFY 2017 1st and 2nd Quarter Achievements: COEDD AAA Director, John Shea, invited Senator Ron Sharp, Representative Justin Wood and Representative Josh Cockcroft to the July 28, 2014 Advisory Council meeting. Senator Sharp and Representative Wood were present at the meeting and both spoke to the advisory council about current legislation they were working with, followed by a question and answer session. **Action step 1 has been met and is ongoing.**

SFY 2017 3rd and 4th Quarter Achievements: COEDD AAA Director, John Shea, invited Senator Ron Sharp to the January 23, 2017 Advisory Council Meeting. Senator Sharp was unable to attend the meeting. COEDD AAA Director, John Shea, invited Senator Ron Sharp to the April 24, 2017 meeting; however, Senator Sharp was unable to attend. **Action step 1 has been met and is ongoing.**

GOAL: # 1				OBJECTIVE: # 1											
To advocate for the rights of older adults and people with disabilities.				COEDD AAA will provide education, advocacy, technical assistance, and information to ensure the congregate and home-delivered meal programs remain a priority with elected officials.											
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	

2.	Through press releases, COEDD will promote the congregate and home-delivered meal programs once yearly 2015 through 2018	2015			X												Planner, I&A, & Director
		2016						X									
		2017									X						
		2018												X			

SFY 2017 1st and 2nd Quarter Achievements: There were not any identified actions steps for 1st & 2nd quarters of FY-17. **Action Step 2 is ongoing.**

SFY 2017 3rd & 4th Quarter Achievements: On February 3, 2017, Kristi Tischer, COEDD AAA Information and Assistance Coordinator, sent out a press release titled “Meals Available for Older Adults” to 19 newspapers in COEDD’s service area. The article discussed the Title III nutrition sites congregate meals and home-delivered meals, as well as the 22 independent Senior Centers in the COEDD PSA. **Action Step 2 is ongoing.**

GOAL: # 1				OBJECTIVE: # 2													
To advocate for the rights of older adults and people with disabilities.				At least 1,000 older adults and people with disabilities will receive information regarding how to help maintain their independence.													
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS		
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
1.	The AAA staff will provide information on the growth of the Aging Disability and Resource Consortium and Centers for Independent Living through newsletters and press releases once in 2015 and once in 2017.	2015 2017				X											I&A

SFY 2017 1st and 2nd Quarter Achievements: No action actions steps were scheduled for 1st & 2nd quarters of FY-17. **Action Step 2 is ongoing.**

SFY 2017 3rd and 4th Quarter Achievements: On January 26, 2017, Kristi Tischer, COEDD AAA Information and Assistance Coordinator, mailed 250 February and March Ageless Times newsletters that included an article on the Oklahoma Aging and Disability Resource Consortium (ADRC) discussing the purpose of the ADRC, which is to provide information to all Oklahomans with disabilities can get information on the full range of long-term support options. The article also focused on the Centers for Independent Living. **Goal 1 Objective 2: Action Step 1 has been achieved and completed.**

GOAL: # 1						OBJECTIVE: # 2										
To advocate for the rights of older adults and people with disabilities.						At least 1,000 older adults and people with disabilities will receive information regarding how to help maintain their independence.										
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS	
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
2.	AAA staff will visit each of the 29 Title III Nutrition sites and make presentations on lifestyle changes that can help people maintain their independence once in 2016	2016		X	X	X	X	X				X	X	X	X	Planner

SFY-2017 1st and 2nd Quarter Achievements: Goal 1 Objective 2 Action Step 2 was achieved and completed in SFY-16.

SFY 2017 3rd and 4th Quarter Achievements: Goal 1 Objective 2: Action step 2 was achieved and completed in SFY 2016.

GOAL: # 2						OBJECTIVE: # 1									
To empower older adults and people with disabilities to manage their own independence, well-being and health.						COEDD AAA will document that at least 35 nutrition project staff and Outreach providers will Receive ongoing information on existing and new programs offered to older adults and people with disabilities.									
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
1.	COEDD AAA will publish an updated resource directory for 2015-2018 to be distributed to Title III and Independent senior center staff in 2015 or as requested.	2015									X				I&A, Planner

SFY 2015 1st and 2nd Quarter Achievements: Kristi Tischer, COEDD Information and Assistance Coordinator, compiled and completed a new resource directory for FY 2015 – FY 2018, which is ready for print, pending approval. Expected distribution of the Resource Directory is late January or early February. The COEDD AAA Information and Assistance Coordinator met with the New Age Nutrition Project site managers and Outreach program workers on September 2, 2014 to discuss available resources in Hughes, Okfuskee and Seminole counties. Resource information for Lincoln, Pawnee, Payne and Pottawatomie counties was presented to Project H.E.A.R.T.’s Nutrition site managers and new Outreach Program workers on November 3, 2014. A total of 45 providers received information on available resources in their counties. **Action Step 1 was met and is ongoing.**

SFY 2015 3rd and 4th Quarter Achievements: COEDD AAA received the new 2015-2018 Resource Directory in February 2015 and distributed them immediately to the two (2) Nutrition Projects and Outreach Projects. All office staff employees, site managers, and outreach workers received a total of 45 Resource Directories. Others that have received Resource Directories are members of the AAA Advisory Council, home health agencies, DHS employees, and senior citizens that have requested a copy of the directory. Approximately a total of 120 directories have been distributed. **Action Step 1 was achieved and completed.**

SFY 2016 1st and 2nd Quarter Achievements: Goal 2 Objective 1: Action step I has been completed.

SFY 2016 3rd and 4th Quarter Achievements: Goal 2 Objective 1: Action step I has been completed.

SFY 2017 1st and 2nd Quarter Achievements: Goal 2 Objective 1: Action step I has been completed.

SFY 2017 3rd and 4th Quarter Achievements: Goal 2 Objective 1: Action step I has been completed.

GOAL: # 2				OBJECTIVE: # 2											
To empower older adults and people with disabilities to manage their own independence, well-being and health.				COEDD AAA will document that at least 1,000 older people with disabilities and their friends and families received information on how to maintain their independence, well-being and health.											
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
1.	Through newsletter articles and press releases, COEDD AAA will provide information on wellness programs to at least 250 people yearly 2015 through 2018.	2015 2016 2017 2018			X X X X										All AAA Staff

SFY 2015 1st and 2nd Quarter Achievements: On October 31, 2014, Kristi Tischer, COEDD AAA Information and Assistance Coordinator, mailed 250 November – December newsletters that contained an article from OHAI (Oklahoma Healthy Aging Initiative) about the wellness programs they provide to seniors in the COEDD AAA area. **Action step 1 met and ongoing.**

SFY 2015 3rd & 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of FY-15.

SFY 2016 1st and 2nd Quarter Achievements: On October 31, 2014, Kristi Tischer, COEDD AAA Information and Assistance Coordinator, mailed 250 August – September newsletters that contained an article written by Kate Joyce, Director of Shawnee Senior Center, about the Shawnee Senior Center Title III Health promotion Enhance Fitness and Tai Chi classes. The article included times for all classes as well as the Asher and Meeker Tai Chi-Working for Better Balance classes. Mrs. Joyce also submitted the article to the Shawnee News Star newspaper and was published on August 4, 2015. **Action step 1 met and ongoing.**

SFY 2016 3rd & 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of FY-16.

SFY 2017 1st and 2nd Quarter Achievements: On October 31, 2016, Kristi Tischer, COEDD AAA Information and Assistance Coordinator, mailed 250 August – September newsletters that contained an article about the health and wellness classes currently being conducted by the Lincoln County Health Department, which are Tai Chi Moving for Better Balance, Living Longer Living Stronger, Diabetes classes, Heartland OK (reduce heart disease and strokes) and Healthy Living Programs. Individuals are encouraged to call their local Health Departments to find out what programs are offered in their area. **Action step 1 met and ongoing.**

SFY 2017 3rd & 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of FY-17.

GOAL: # 2				OBJECTIVE: # 2												
To empower older adults and people with disabilities to manage their own independence, well-being and health.				COEDD AAA will document that at least 1,000 older people with disabilities and their friends and families received information on how to maintain their independence, well-being and health.												
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS	
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
2.	COEDD AAA will host a "Healthy Aging Conference" in a Central location within the PSA once during the 2015 through 2018 Area Plan Cycle	2017 2018														Planner, I&A

SFY 2015 1st and 2nd Quarter Achievements: No actions steps were scheduled for the 1st and 2nd quarters of FY-15.

SFY 2015 3rd and 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of FY-15

SFY 2016 1st and 2nd Quarter Achievements: No actions steps were scheduled for the 1st and 2nd quarters of FY-16.

SFY 2016 3rd and 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of FY-16.

SFY 2017 1st and 2nd Quarter Achievements: A public hearing was held on October 24, 2016 to discuss a necessary change in the Management Plan for SFY-17. A Healthy Aging Conference was in the plan for March 2017; however, with budget cuts COEDD AAA decided to wait on hosting the conference until March 2018, unless there are further budget cuts.

Action step 2 is ongoing

SFY 2017 3rd and 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of SFY-17

Action step 2 is ongoing

GOAL: # 3			OBJECTIVE: # 1												
Ensure the rights of older adults and people with disabilities and create awareness of abuse, neglect and exploitation.			At least 200 facility staff and consumers will receive information on resident' rights and abuse, neglect exploitation once a year 2015 through 2018												
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
1.	AAA Staff will provide two (2) Trainings on residents' rights and abuse, neglect and exploitation to nursing students each year 2015 through 2018.	Twice Yearly 2015 2016 2017 2018		X	X										Ombudsman Supervisors (2)

SFY 2015 1st and 2nd Quarter Achievements: Cynthia Lincoln, COEDD AAA Ombudsman Supervisor, and Raven Aguirre, COEDD AAA Ombudsman Supervisor conducted training on the Long-term Ombudsman Program, Resident's Rights and Abuse Prevention to the LPN class at Gordon Cooper Technology Center in Shawnee, on August 18, 2014. There were 26 students present for the program. The COEDD AAA Ombudsman supervisor's will attempt to present another program to nursing students during the 3rd or 4th quarters of SFY-15. **Action step 1 met and is ongoing.**

SFY 2015 3rd and 4th Quarter Achievements (Action Step 1): Raven Casey (formerly Aguirre) COEDD AAA Ombudsman Supervisor and Cynthia Lincoln, COEDD AAA Ombudsman Supervisor were not able to schedule a second training (due to scheduling conflicts) for nursing students on Resident's rights for the FY-15 3rd and 4th quarters **Action step 2 was not met and is ongoing.**

SFY 2016 1st and 2nd Quarter Achievements: Cynthia Lincoln, COEDD AAA Ombudsman Supervisor, and Raven Casey, COEDD AAA Ombudsman Supervisor conducted training on the Long-term Ombudsman Program, Resident's Rights and Abuse Prevention to two (2) LPN classes at Gordon Cooper Technology Center in Shawnee. The first training was conducted August 20, 2015 for the Day LPN Program with 25 attendees and the second program was September 1, 2015 for the Evening LPN program with 12 attendees. **Action step 1 met and is ongoing.**

SFY 2016 3rd and 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of FY-16.

SFY 2017 1st and 2nd Quarter Achievements: Cynthia Lincoln, COEDD AAA Ombudsman Supervisor conducted training on the Long-term Ombudsman Program, Resident's Rights and Abuse Prevention to one (1) LPN classes at Gordon Cooper Technology Center in Shawnee. The training was conducted August 17, 2016 for the Day LPN Program with 28 attendees. Only one (1) LPN class received training due to the vacancy of an Ombudsman Supervisor. **Action step 1 met and is ongoing.**

SFY 2017 3rd and 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of SFY-17.

GOAL: # 3			OBJECTIVE: # 1												
Ensure the rights of older adults and people with disabilities and create awareness of abuse, neglect and exploitation.			At least 200 facility staff and consumers will receive information on resident' rights and abuse, neglect exploitation once a year 2015 through 2018												
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
2.	AAA Staff will present at least ten (10) programs on residents' rights to staff, residents and family in ten (10) long-term care facilities each year during 2015 through 2018.	2015 2016 2017 2018	x x x x	x x x x	x x x x	x x x x	x x x x	x x x x	x x x x	x x x x	x x x x	x x x x	x x x x	Ombudsman Supervisors (2)	

SFY 2015 1st and 2nd Quarter Achievements: Raven Aguirre, COEDD AAA Ombudsman Supervisor, conducted one (1) In-service on Residents' Rights along with Abuse and Neglect at McCloud Nursing Center on July 23, 2014 with 30 people present. Cynthia Lincoln, COEDD AAA Ombudsman Supervisor conducted three (3) In-services on Abuse Prevention at the following nursing facilities; Parkland Nursing Center, Prague, November 7, 2014 with 30 individuals present, Meeker Nursing Center, November 24, 2014 with 26 people in attendance, and Primrose Assisted Living, December 18, 2014 with 12 people present. Total number of attendees for the four (4) In-services was 98. Raven Aguirre sent out five (5) press releases concerning residents' rights and volunteerism in local Pottawatomie, Hughes and Seminole county newspapers. Cynthia Lincoln, COEDD AAA Ombudsman Supervisor, sent out eight (8) press releases concerning residents' rights and the Ombudsman program in four (4) county newspapers in Pawnee, Payne, Okfuskee and Lincoln counties. Cynthia Lincoln, COEDD AAA Ombudsman Supervisor completed 67 nursing home/assisted living visits in the 1st and 2nd quarters of FY 2015 and Raven Aguirre, COEDD AAA Ombudsman Supervisor, completed 92 nursing home/assisted living visits in the 1st and 2nd quarters of FY 2015. **Action step 2 has been completed and is ongoing.**

SFY 2015 3rd and 4th Quarter Achievements: Raven Casey (formerly Aguirre), COEDD AAA Ombudsman Supervisor, conducted five (5) In-services on Residents' Rights along with Abuse and Neglect at the following nursing/assisted living centers; Shawnee's Primrose Retirement Center on February 5, 2015 with 11 people attending, Shawnee's Primrose Retirement Community on April 1, 2015 with 11 attending, Avonlea Cottage in Seminole on April 7, 2015 with 18 attending, Shawnee's Avonlea Cottage on April 8, 2015 with 13 attending, and Oakridge Nursing Home in Wewoka on April 17, 2015 with 42 attending. Cynthia Lincoln, COEDD AAA Ombudsman Supervisor conducted six (6) in-services on Resident's Rights and Abuse and Neglect Prevention at the following nursing/assisted living centers; Stroud Health Center South on February 20, 2015 with 45 attending, Golden Oaks Assisted Living Center in Stillwater on February 25, 2015 with 22 attending, Parkland Manor Nursing Home in Prague on February 27, 2015 with 18 attending, Redbud Assisted Living center in Perkins on March 27, 2015 with 7 attending, Primrose Assisted Living Center in Stillwater on May 20, 2015 with 9 attending, and Linwood Village Nursing Home in Cushing on June 10, 2015 with 12 attending. Total number of attendees for the eleven (11) in-services was 208. There was a total of 308 facility staff and consumers that received information on resident' rights and abuse, neglect and exploitation during FY-15. Raven Casey posted two (2) different notices on COEDD's Facebook page concerning residents' rights and volunteering in COEDD's service area. Cynthia Lincoln, COEDD AAA Ombudsman Supervisor completed 52 nursing home/assisted living visits in the 3rd and 4th quarters of FY 2015 and Raven Casey, COEDD AAA Ombudsman Supervisor, completed 74 routine and complaint nursing home/assisted living visits in the 3rd and 4th quarters of FY 2015. **Action step 2 has been completed and is ongoing.**

SFY 2016 1st and 2nd Quarter Achievements: Cynthia Lincoln, COEDD AAA Ombudsman Supervisor conducted three (3) in-services on Resident's Rights and Abuse and Neglect Prevention at the following nursing/assisted living centers; Golden Oaks Assisted Living Center in Stillwater on August 10, 2015 with 15 attending, Parkland Manor Nursing Home in Prague on September 11, 2015 with 23 attending, and Cleveland Manor Nursing Home in Cleveland on September 22, 2015 with 40

attending. Cynthia Lincoln, COEDD AAA Ombudsman Supervisor was asked to present a program on Abuse and Neglect at the Sac & Fox Health Fair on September 27, 2015 and there were 137 people attending the presentation. Total number of attendees for the four (4) in-services and presentation was 215. Raven Casey, COEDD AAA Ombudsman Supervisor, had an article on Abuse & Neglect published in the COEDD AAA Newsletter with 250 copies being mailed in August 2015. Cynthia Lincoln, COEDD AAA Ombudsman Supervisor completed 44 nursing home/assisted living visits in the 1st and 2nd quarters of FY 2016. Raven Casey, COEDD AAA Ombudsman Supervisor, completed 90 routine and complaint nursing home/assisted living visits in the 1st and 2nd quarters of FY 2016. **Action step 2 has been completed and is ongoing.**

SFY 2016 3rd and 4th Quarter Achievements: Cynthia Lincoln, COEDD AAA Ombudsman Supervisor conducted one (1) In-service on Abuse and Neglect/Residents Rights for staff at Parkland Manor Nursing Home in Prague on January 15, 2016 with 27 attending. Raven Casey, COEDD AAA Ombudsman Supervisor, conducted one (1) In-service on Residents' Rights along with Abuse and Neglect at the Seminole Care and Rehab Center with 37 people attending. Cynthia Lincoln, COEDD AAA Ombudsman Supervisor completed 72 routine and complaint nursing home/assisted living visits during the 3rd and 4th quarters of FY-16. Raven Casey, COEDD Ombudsman Supervisor completed 34 routine and complaint nursing home/assisted living visits during January and February of the 3rd quarter of FY-16, before she resigned her position at COEDD AAA. The Ombudsman Supervisors were not able to complete the ten (10) required In-services for FY-16 3rd and 4th quarters due the resignation of Raven Casey and 2 family emergencies for Cynthia Lincoln. However, the FY-16 goal to provide information on Resident's Rights, Abuse and Neglect to at least 200 individuals was achieved and exceeded with a combined total 522 individuals receiving information on Residents Rights, Abuse and Neglect for FY-16. **Action step 2 has been completed and is ongoing.**

SFY 2017 1st and 2nd Quarter Achievements: Cynthia Lincoln, COEDD AAA Ombudsman Supervisor conducted four (4) In-services on Resident's Rights and Abuse/Neglect Prevention at the following nursing centers; Stroud Health Care Center in Stroud on July 20, 2016 with 54 attending, Cleveland Manor Nursing Home in Cleveland on July 22, 2016 with 35 attending, Okemah Care Center on August 8, 2016, and Westhaven Nursing Home in Stillwater on August 25, 2016 with 31 attending. There were a total of 154 attendees for the four (4) In-services. Cynthia Lincoln, COEDD AAA Ombudsman Supervisor completed 78 nursing home/assisted living visits in the 1st and 2nd quarters of FY 2017. **Action step 2 has been completed and is ongoing.**

SFY 2017 3rd and 4th Quarter Achievements: Cynthia Lincoln, COEDD AAA Ombudsman Supervisor conducted four (4) In-services on Abuse and Neglect/Residents Rights for staff at Stroud Health Care Center South in Stroud on February 6, 2017 with 54 attending, Golden Oaks Assisted Living Center in Stillwater on February 10, 2017 with 16 attending, Chandler Nursing Center in Chandler February 21, 2017 with 28 attending and Meeker Nursing Center in Meeker on February 24, 2017 with 30 attending. Natalie Bingham, COEDD AAA Ombudsman Supervisor, conducted five (5) In-services on Residents' Rights/Abuse and Neglect along with the Ombudsman Role at the Avonlea Cottage Assisted Living Center in Seminole on March 3, 2017 with 15 attending, The Avonlea Cottage Assisted Living Center in Shawnee on March 22, 2017 with 7 attending, Seminole Care and Rehab in on March 23, 2017 with 49 attending, Boyce Manor in Holdenville on April 10, 2017 with 33 attending, and The Golden Rule Home in Shawnee with 36 attending. During the 3rd and 4th quarters of SFY-17, the 2 Ombudsman Supervisors conducted a total of 9 In-services with a total of 268 people attending. For SFY-17 the goal to provide information on Resident's Rights, Abuse and Neglect to at least 200 individuals was achieved and exceeded with a combined total 422 individuals receiving information on Residents Rights, Abuse and Neglect during the 13 In-services. Cynthia Lincoln, COEDD AAA Ombudsman Supervisor and Natalie Bingham COEDD AAA Ombudsman Supervisor completed 203 routine and complaint nursing home/assisted living visits during the 3rd and 4th quarters of SFY-17. **Action step 2 has been completed and is ongoing.**

GOAL #3				OBJECTIVE: # 2												
To empower older adults and people with disabilities to manage their own independence, well-being and health.				COEDD AAA will document that at least 1,000 older people with disabilities and their friends and families received information on how to maintain their independence, well-being and health.												
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS	
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
2.	COEDD AAA will host a "Healthy Aging Conference" in a Central location within the PSA once during the 2015 through 2018 Area Plan Cycle	2017 2018														Planner, I&A

SFY 2015 1st and 2nd Quarter Achievements: No actions steps were scheduled for the 1st and 2nd quarters of FY-15.

SFY 2015 3rd and 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of FY-15

SFY 2016 1st and 2nd Quarter Achievements: No actions steps were scheduled for the 1st and 2nd quarters of FY-16.

SFY 2016 3rd and 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of FY-16.

SFY 2017 1st and 2nd Quarter Achievements: A public hearing was held on October 24, 2016 to discuss a necessary change in the Management Plan for SFY-17. A Healthy Aging Conference was in the plan for March 2017; however, with budget cuts COEDD AAA decided to wait on hosting the conference until March 2018, unless there are further budget cuts.
Action step 2 is ongoing

SFY 2017 3rd and 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of SFY-17
Action step 2 is ongoing

GOAL: # 3				OBJECTIVE: # 2													
Ensure the rights of older adults and people with disabilities and create awareness of abuse, neglect and exploitation.				Promote awareness of abuse, neglect and Exploitation within the population of people with disabilities and older adults.													
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS		
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
1.	AAA Staff will visit all the Title III nutrition sites in the PSA to make presentations on symptoms of abuse, exploitation and neglect of older adults and people with disabilities to at least 1,000 people during 2015.	2015		X	X	X	X	X				X	X	X	X	X	Planner

SFY 2015 1st and 2nd Quarter Achievements: Donna Keyes, COEDD AAA Aging Planner, visited 15 Nutrition sites and presented information on abuse, neglect and exploitation of seniors and people with disabilities . She distributed handouts titled *Red Flags of Abuse* to both the congregate and home-bound participants and discussed the seriousness and frequency of abuse, neglect and exploitation at the following nutrition sites along with the number of persons (in parentheses) receiving the information: Gerty (19), August 14, 2014; Wewoka (65), September 8, 2014; Boley (24), September 15, 2014; Calvin (27), September 22, 2014; Okemah (61), September 23, 2014; Stuart (12), September 25, 2014; Weleetka (40), September 29, 2014; Dustin (35), October 14, 2014; Holdenville (69), October 22, 2014; Paden (52), October 28, 2014; Lamar (21), October 29, 2014; Cromwell (21), November 11, 2014; Konawa (38), November 19, 2014; and Seminole (103), December 4, 2014. The Caregiver Support Group, on August 19, 2014, had a presentation by Teresa Scarberry, APS Supervisor for Pottawatomie County, conducted a presentation on Abuse, Neglect and Exploitation of older adults and people with a disability with 11 people in attendance. There were 539 individuals that received information on abuse, neglect, and exploitation in the 1st & 2nd quarters of FY-2015. **Action Step 2 was met and is ongoing.**

SFY 2015 3rd & 4th Quarter Achievements: Donna Keyes, COEDD AAA Aging Planner, visited 14 Nutrition sites and presented information on abuse, neglect and exploitation of seniors and people with disabilities. She distributed handouts titled *Red Flags of Abuse* to both the congregate and home-bound participants and discussed the seriousness and frequency of abuse, neglect and exploitation at the following nutrition sites along with the number of persons (in parentheses) receiving the information: Wellston (26) March 30, 2015; Chandler (50) April 6, 2015; Meeker (23) April 13, 2015; Carney (26) April 13, 2015; McLoud (31) May 22, 2015; Asher (31) May 26, 2015; Prague (44) June 4, 2015; Maud (34) June 10, 2015; Cushing (86) June 12, 2015; Tecumseh (61) June 17, 2015; Pawnee (43) June 19, 2015; Stroud (55) June 23, 2015; Stillwater (104) June 25, 2015; and Shawnee (75) June 29, 2015. There were a total 689 individuals that received information on abuse, neglect and exploitation in the 3rd and 4th quarters of FY-15. During FY-15, a grand total of 1,228 people received information on symptoms of abuse, exploitation and neglect of older adults and people with disabilities. **Action Step 2 was achieved and completed.**

SFY 2016 1st & 2nd Quarter Achievements: Action Step 2 was achieved and completed in the 3rd and 4th quarters of SFY-15.

SFY 2016 3rd & 4th Quarter Achievements: Action Step 2 was achieved and completed in the 3rd and 4th quarters of SFY-15.

SFY 2017 1st & 2nd Quarter Achievements: Action step achieved and completed in 3rd and 4th quarters of SFY-15

SFY 2017 3rd & 4th Quarter Achievements: Action Step 2 was achieved and completed in the 3rd and 4th quarters of SFY-15.

GOAL: # 3				OBJECTIVE: # 2											
Ensure the rights of older adults and people with disabilities and create awareness of abuse, neglect and exploitation.				Promote awareness of abuse, neglect and exploitation within the population of people with disabilities and older adults.											
NO.	ACTION STEPS	DUE DATE	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER			STAFF POSITIONS ASSIGNED ACTION STEPS
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
2.	Through press releases and newsletters AAA will promote the awareness of abuse among older people and people with disabilities at least once a year in 2016 and 2018.	2016 2018			X						X				I&A, Planner

SFY 2015 1st & 2nd Quarter Achievements: No actions steps were scheduled for the 1st and 2nd quarters of FY-15.

SFY 2015 3rd & 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of FY-15.

SFY 2016 1st & 2nd Quarter Achievements: No actions steps were scheduled for the 1st and 2nd quarters of FY-16.

SFY 2016 3rd & 4th Quarter Achievements: On January 30, 2016, Kristi Tischer, COEDD AAA Information and Assistance Coordinator, mailed 250 February and March Ageless Times newsletters that included an article from okhs.org titled *Oklahoma Elderly and Disabled Adults Face Silent Abuser*, which focused on self-neglect. Self-neglect is a very hard form of abuse to fight because there is not a single person to blame or accuse. On April 30, 2016 an article titled *Protect Yourself from Abuse, Neglect and Exploitation* provided by the NCEA (National Center on Elder Abuse) was published in the May and June Ageless Times Newsletter in conjunction with World Elder Abuse Awareness Day on June 15, 2016 and mailed to 250 recipients. **Action step 2 achieved and ongoing.**

SFY 2017 1st & 2nd Quarter Achievements: No actions steps were scheduled for the 1st and 2nd quarters of FY-17. **Action step 2 achieved and ongoing.**

SFY 2017 3rd & 4th Quarter Achievements: No actions steps were scheduled for the 3rd and 4th quarters of FY-17. **Action step 2 achieved and ongoing.**

APPENDIX 7. DESIGNATED FOCAL POINTS

COEDD AAA designated all 51 Title III Senior Centers and Independent Senior Centers in the COEDD AAA PSA as Focal Points.

**COEDD AAA
COMMUNITY FOCAL POINT**

CENTER NAME ADDRESS, CITY, ZIP CODE PHONE NUMBER CONTACT EMAIL	COUNTY	CHECK IF FACILITY IS:				CHECK IF LOCATION SERVES:	
		A FOCAL POINT	A SENIOR CENTER	FUNDED THROUGH TITLE III	OTHER (CHURCH, LIBRARY, HOUSING COMPLEX)	PREDOMINANTLY LOW INCOME ELDERLY	PREDOMINANTLY LOW INCOME MINORITY ELDERLY
1. Calvin Senior Center 113 N Canadian P.O. Box 4 Calvin, OK 74531 405-645-2520	HUGHES	X	X	X		X	
2. Dustin Senior Center 30 N Broadway P.O. Box 390193 Dustin, OK 74839 918-656-3561	HUGHES	X	X	X		X	
3. Gerty Community Bldg. 406 Elder Ave. Calvin, OK 74531 580-892-3921	HUGHES	X	X	X		X	
4. Holdenville Senior Center 124 N. Creek Mailing address: 323 Broadway of America Holdenville, OK 74848 405-379-3252	HUGHES	X	X	X			
5. Lamar Senior Center 3238 Walnut Street Unit 2 Box 3 Lamar, OK 74850 405-379-2005	HUGHES	X	X	X			
6. Stuart Senior Center 731 Roosevelt St PO Box 113 Stuart, OK 74570 918-546-2456	HUGHES	X	X	X		X	
7. Wetumka Senior Center 601 S. Alabama Wetumka, OK 74883 405-452-3264	HUGHES	X	X	X			
8. Carney Senior Center 402 S. Main P.O. Box 484 Carney, OK 74832 405-865-2678	LINCOLN	X	X				
9. Chandler Senior Center 1121 N. Hwy 18 Chandler, OK 74834 405-258-0324	LINCOLN	X	X	X			
10. Prague Senior Center 615 Ayars Ave NBU 2712 Prague, OK 74864 405-567-3605	LINCOLN	X	X	X			
11. Stroud Senior Center 2 W. Main Stroud, OK 74079 918-968-3482	LINCOLN	X	X	X			
12. Meeker Senior Center 313 S. Dawson PO. Box 262 Meeker, OK 74855	LINCOLN	X	X	X			

405-279-2381							
13 Wellston Senior Center 206 Cedar Ave. P.O. Box 312 Wellston, OK 74881 405-356-0012	LINCOLN	X	X				
14 Boley Senior Center 13 N Pecan P.O. Box 625 Boley, OK 74829 918-667-3392	OKFUSKEE	X	X	X			X
15 Okemah Senior Center 116 S 3 rd Okemah, OK 74859 918-623-2660	OKFUSKEE	X	X	X		X	
16 Paden Senior Center 724 ½ S Main P.O. Box 68 Paden , OK 74860 405-932-5500	OKFUSKEE	X	X	X			
17. Weleetka Senior Center 118 W. 8 th P.O. Box 433 Weleetka, OK 74880 405-786-2198	OKFUSKEE	X	X	X		X	
18 Pawnee Senior Center 304 Kansas Place POBox214 Pawnee, OK 74058 918-762-2405	PAWNEE	X	X	X			
19 Cushing Senior Center 203 E. Cherry Suite B Cushing , OK 74023 918-225-0222	PAYNE	X	X	X			
20 Stillwater Senior Center 312 W. 9 th St. Stillwater, OK 74074 405-372-1201	PAYNE	X	X	X			
21 Maud Senior Center 307 W. Main P.O. Box 165 Maud , OK 74854 405-374-9022	POTTAWA- TOMIE	X	X	X			
22 Shawnee Community Center 804 S. Park Shawnee , OK 74801 405-275-4530	POTTAWA- TOMIE	X	X	X			
23. Tecumseh Senior Center 710 N 6 th St P.O. Box 559 Tecumseh, OK 74873 405-598-5733	POTTAWA- TOMIE	X	X	X			
24. Cromwell Senior Center 102 Jenkins P.O. Box 198 Cromwell , OK 74837 405-944-5995	SEMINOLE	X	X	X			
25. Seminole Heritage House 210 W. College Seminole, OK 74868 405-382-2156	SEMINOLE	X	X	X			
26. Wewoka Senior Center 214 S. Brown Wewoka , OK 74884 405-257-6230	SEMINOLE	X	X	X		X	
27 Konawa Senior Center 426 E. First Konawa , OK 74859 580-925-3650	SEMINOLE	X	X	X		X	

28 Agra Senior Center 3 South Main PO Box 278 Agra, OK 74824 918-375-2464	LINCOLN	X	X				
29.Davenport Senior Center 210 Broadway PO Box 83 Davenport, OK 74026 918-377-4188	LINCOLN	X	X				
30 Sparks Senior Center 209 S. 6 th PO Box 148 Sparks, OK 74869 918-866-2606	LINCOLN	X	X				
31 Cleveland Area Senior Center 211 E. Wichita Cleveland, Oklahoma 74020 918-358-5898	PAWNEE	X	X				
32 Jennings Senior Center 301 N. Main PO Box 475 Jennings, OK 74038 918-757-2976	PAWNEE	X	X				
33 Meramec Senior Center 513 Ash St PO Box 82 Pawnee, OK 74045 918-454-2498	PAWNEE	X	X				
34.Pawnee Independent Senior Citizen Center 606 5 th St. Pawnee, Ok 74058 918-762-2405	PAWNEE	X	X				
35 Ralston Sr Citizen Center 180 S. 7 th Ralston, OK 74650 918-738-4285	PAWNEE	X	X				
36 Terlton Senior Citizen Center 128 W Main PO Box 75 Terlton, OK 74081 918-757-7704	PAWNEE	X	X				
37 Peninsula Senior Center 1008 Leroy Rd Cleveland, OK 74020 918-243-7808	PAWNEE	X	X				
38.Glencoe Senior Center 114 N. Broadway P) Box 93 Glencoe, OK 74032 405-780-5085	PAYNE	X	X				
39 Ingalls Activity Center 1817 S. Ingalls Rd Stillwater, OK 74974 918-2252139	PAYNE	X	X				
40. Perkins Senior Center 114 E Kirk Perkins, OK 74059 405-547-2646	PAYNE	X	X				
41.Stillwater Activity Center 1015 12 th St PO Box 1449 Stillwater, OK 74076 405-547-2646	PAYNE	X	X				
42.Yale Senior Citizen Center 111 N. B. Yale, OK 74805 918-3872561	PAYNE	X	X				
43 Asher Senior Citizen Center 110 N. Division PO Box 97	POTTAWA-TOMIE	X	X				

Asher, OK 74826 405-784-2244							
44. Macomb Senior Center 28794 Miller St. PO Box 55 Macomb, OK 74852 405-598-3450	POTTAWA- TOMIE	X	X				
45. McLoud (Alfred Rutledge) Senior Citizen Center 647 S. 8 th PO Box 722 McLoud, OK 74851	POTTAWA- TOMIE	X	X				
46. Pink Senior citizen Center 22065 Pink Lane Tecumseh, OK 74873 405-598-1622	POTTAWA- TOMIE	X	X				
47. Shawnee Senior Center 401 N. Bell Shawnee, OK 74801 405-878-1528	POTTAWA- TOMIE	X	X				
48. South Pottawatomie County Senior Citizen Center 101 E. Main PO Box 227 Wanette, OK 74873	POTTAWA- TOMIE	X	X				
49. Tribbey Sr Citizen Center 313 Jack Roberts Lane Tribbey, OK 74852 405-899-7153	POTTAWA- TOMIE	X	X				
50. Seminole Independent Senior Citizen Center 322 N. 4 th St. Seminole, OK 405-257-6230	SEMINOLE	X	X				
51. Lima Senior Citizen Center PO Box 1202 Wewoka, OK 74884 405-257-5763	SEMINOLE	X	X				

APPENDIX 8: AGING PROGRAM OUTPUT TABLE AND NARRATIVE

CLIENT SUMMARY		SFY 2016	SFY 2017	% Diff.	Explanation			
# of persons served for whole AAA		3,511	3,734	+6.35%	Increase in the number of clients due to increased awareness of the AAA services.			
SERVICE AND Person served SUMMARY (in-home services)		Total Provided	Total Provided	% Diff.	Explanation of variance	Y	N	If no, please identify the new amount
Congregate Meals	Persons Served	1,817	1,639	-9.79%	Decrease-People served was lower due to one nutrition site was permanently closed and several sites were closed for a day at a time for various repairs such as flooding, water line repairs, electrical outage and gas line repairs..		N	1,700
Congregate Meals	Units of Service	200,414	176,887	-11.74%	Decrease-The Units of Service was lower due to one nutrition site was permanently closed and several sites were closed for a day at a time for various repairs such as flooding, water line repairs, electrical outage and gas line repairs..		N	180,000
Home-delivered Meals	Persons Served	826	810	-1.57%	Decrease-Such a small percentage was due to one site closing and clients being placed in nursing facilities, moving out of the area or death.		N	800
Home-delivered Meals	Units of Service	112,173	112,509	+0.30%	Increase-Possibly due to extra emergency meals being distributed during holidays and inclement weather		N	120,000

Nutrition Counseling	Persons Served	12	110	+816.7%	Increase – Due to Nutrition Counseling becoming a mandated service in SFY-17		N	100
Nutrition Education	Persons Served	1,956	1,829	-6.49%	Decrease – Due to one nutrition project only conducting nutrition education every other month for the first 4 months of SFY-17. This was corrected during the 1 st quarterly Assessment.		N	100,000
Nutrition Education	Units of Service	10,585	10,215	-3.49%	Decrease – Due to one nutrition project only conducting nutrition education every other month for the first 4 months of SFY-17. This was corrected during the 1 st quarterly Assessment.	Y		
Legal Assistance	Persons Served		N/A			Y		
Legal Assistance	Units of Service	591	581	-1.69%	Decrease – due to data being entered into AIM by State LASO office, instead of the AAA..	Y		
Legal Education	Persons Served	259	390	+50.59	Increase-due to more efficient data entry by LASO	Y		
Legal Education	Units of Service	14	16.	+14.29	Increase-due to more efficient data entry by LASO	Y		
Transportation	Persons Served	9,374	7,538	-19.59%	Decrease – fewer people are using the site transportation and coming to the center by Bus/Van.	Y		
Transportation	Units of Service	40	30	-33.33%	Decrease- Some of the regular Transportation clients have become homebound, placed in a nursing	Y		

					facility or have passed away.		
Information and Assistance	Units of Service	876	741	-15.41%	Decrease - Due to Outreach and Caregiver programs providing information and assistance to their clients.	Y	
Outreach	Persons Served	571	452	-20.84%	Decrease - Due to the new Outreach service from COEDD, there was initially a large demand for services.	Y	
Outreach	Units of Service	594	460	-22.56%	Decrease - Due to the lack of resources/ funds to fulfill the services requested.	Y	
Health Promotion and Disease Prevention	Persons Served	135	131	-2.93%	Decrease – With older adults, the insignificant decrease could be due to bad weather, illness or they lost interest in the class.	Y	
Health Promotion and Disease Prevention	Units of Service	4,182	4,248	+1.58%	Increase – The small increase could be due to the Shawnee Senior Center's publicity of the classes.	Y	
CAREGIVERS SERVING ELDERLY INDIVIDUAL		TOTAL PROVIDED	TOTAL PROVIDED	% Diff.	Explanation of variance		
Caregiver Respite	Persons Served	83	58	-30.12%	Decrease - Numerous client's care receivers from SFY-16 died, went to hospice, were placed in nursing facilities or received VA Respite or ADvantage Waiver	N	75
Caregiver Respite	Units of Service	6987.44	5254.22	-24.8%	Decrease - Many caregivers need to continue working and are finding it necessary to place their care receiver into a nursing facility.	Y	
Access Assistance	Persons Served	70	67	-4.29%	Decrease - Often Outreach and caregiver programs have the same clients and they both receive calls from clients for Access Assistance	N/A	

Access Assistance	Units of Service	361.50	412	13.97%	Increase - Caregivers are calling more often for additional information and assistance, also the Caregiver Coordinator is using a more accurate tracking system.	N/A		
GRANDPARENTS AND OTHER ELDERLY CAREGIVERS SERVING CHILDREN		TOTAL PROVIDED	TOTAL PROVIDED	% Diff.	Explanation of variance			
Grandparent Respite	Persons Served	6	5	-16.67%	Decrease –When the grandchildren begin school, grandparents are not eligible for the respite vouchers except for the summer time.		N	10
Grandparent Respite	Units of Service	485.00	680.50	+40.31%	Increase - Two of the clients have grandchildren under the age of two and they go to a daycare that accepts the vouchers as payment.	Y		

NARRATIVE: Please see section “e” of the Quality Assurance Section

APPENDIX 9 VOLUNTEER PROGRAM NARRATIVE

SFY-2017 and SFY-2018: Volunteer recruitment continues to be very difficult to accomplish throughout the PSA. Volunteering is a personal choice and is motivated by a desire to serve the community. The main challenge is realizing that several groups/organizations are competing for the same volunteers. In fact many volunteers perform volunteer work for several organizations. The AAA and projects are continually stressing the need for volunteers through several marketing efforts, such as press releases in the PSA and recruitment at local Health Fairs, COEDD AAA's quarterly newsletter and the use of Facebook. Current congregate participants are volunteers at their local nutrition site by wrapping silverware, assisting the disabled in getting their tray, they cleanup after the meal is consumed, and checking on participants who are absent and/or sick. However, with that being said, the largest need is delivering home bound meals on a continual basis. The current economy has had an enormous effect on locating new volunteers, as well as retaining current volunteers. Several nutrition sites have had good success with utilizing church groups to deliver homebound. Meals. It appears that larger communities have the most difficult in recruiting volunteers and the smaller communities having better results.

SFY-2019: The search for volunteers will remain the same during SFY-2019. There are many people that would like to volunteer, but they say they don't really have time to do it during the 9-5 workday. This is probably due to many individuals working well into their 70's. COEDD AAA will continue to find new ways to help projects locate volunteers.

Volunteer Training - Training for volunteers at nutrition sites normally provided by the site, COEDD AAA Advisory Council members are volunteers and they receive their Annual Training once a year during the April Advisory Council meetings. Ombudsman Volunteers receive a 2-day training after they apply to become a volunteer ombudsman. After being approved as a Ombudsman Volunteer, they receive additional training monthly which includes topics such as; (1) The Aging Process, Physical, Social, and Psychological Sensory, (2) Characteristics of the Institutionalized Older Person, (3) Communication Skills and Interviewing – How to Communicate with Older and Disabled Person, (4) Problem Solving Process – Basic Complaint Handling, and (5) Resident's Rights.

Ombudsman Program–SFY-2018 and SFY-2019: The COEDD AAA Volunteer Ombudsman Program continues to maintain the program with 4 volunteers. Currently the 4 Volunteer Ombudsman are assigned to 2 nursing homes and 2 assisted living facilities throughout COEDD's AAA PSA. According to the State Ombudsman Office, over the past years there has been a constant decline in the number of Volunteer Ombudsman volunteers statewide.

SFY-2017 and SFY-2018: During SFY- 2017 there were 8 volunteer Ombudsman, but by the end of SFY-17 there were only 3. During the 1st quarter of SFY-18 the Ombudsman program gained 1 more volunteer. In late October a Volunteer Supervisor retired after 31 and a half years and the volunteer program ended up with only two volunteers. COEDD AAA will be hiring a new Ombudsman Supervisor by the end of December 2017. Press releases expressing the need for volunteers are submitted to all local newspapers frequently and the Ombudsman Program is allotted at least one page in the quarterly newsletter for any information they want to place in the newsletter, which always contains an appeal for more volunteers. Quite often the Ombudsman have invitations to speak about their program to local organizations in the COEDD AAA seven county area, which provides an excellent opportunity to promote the need for volunteers. These practices will continue during SFY-2018, as well as attending Local Health Fairs and visiting with family and friends of residents at nursing homes and assisted living facilities. Facebook and the COEDD website will also be utilized to get the word out about the need for volunteers.

For the latest information, please see www.volunteeringinamerica.gov.

Oklahoma’s Value of a Volunteer Hour for the most recent year: \$22.08 per hour

Using the Oklahoma State “Value of a Volunteer Hour for 2016”. The amount of income the AAA and its projects saved in SFY2017 by utilizing volunteers is estimated to be approximately \$491,721.60.

SFY 2017: A total of 3,410 volunteers and 22,270 hours of service were contributed by volunteers for SFY 2017. According to these numbers the amount of volunteers has increased from the SFY 2016 number of 2,938 volunteers; however, there was a decrease from the SFY 2016 numbers for volunteer hours which was 26,193.25.

SFY 2017 - Unduplicated Volunteers & Unduplicated Volunteer Hours per AIM report OKN509

Project Name	Unduplicated Volunteers	Unduplicated Volunteer Hours	SFY 2017 Total volunteer hours						
	1 st Quarter	1 st Quarter	2 nd Quarter	2 nd Quarter	3 rd Quarter	3 rd Quarter	4 th Quarter	4 th Quarter	
Project H.E.A.R.T.	655	4144	762	3711	692	3240	794	3203	14,298
New Age Project	135	2312	130	2075	124	1933.5	118	1651.5	7,972
TOTAL	790	6456	892	5786	816	5173.5	912	4854.2	22,270