



Area Plan to Serve Older Adults in the South Central Region

FFY 2022 - FFY 2024

Goals and Objectives
(see addendum for grid format)

Goal 1: Empower older individuals to reside in the community setting of their choice.

Objective 1: Provide timely, accurate and concise information that clearly describes options for community-based care.

Strategies:

- Develop and fund Aging & Disability Answers, a public/private partnership statewide hub for LTSS information. The program shall enhance and complement LTSS including but not limited to 211-Infoline, MyPlaceCT, and the CHOICES and Older Americans Act programs to improve client experience.
- Fund Adult Day Centers
- Fund In-home Services
- Fund Medical Transportation
- Fund Social Transportation
- Fund Chore Services
- Provide Person-centered planning
- Participate on planning committee of Valley Health & Human Services Council to establish an Adult Day Center in Lower Naugatuck Valley.
- Coordinate visit of planning committee to ACL- funded adult day centers to learn best practices.
- Fully implement Chaperone program to enhance transportation services

Measure:

- Aging & Disability Answers implemented in partnership with all AAAs FFY 2022.
 - Assess and improve AAA efficiencies and partner development FFY 2023
 - Launch website by end of FFY 2023
 - Provide navigation services by end of FFY 2023.
- Annually, review WellSky data entry reports and fiscal invoices for sub-grantee performance to ensure funded programs met targets designed to empower older adults to reside in their communities of choice.
- Maintain ADRC/Disability database
- AOASCC attends monthly adult day center planning meetings
- AOASCC coordinates site visits to adult day centers to develop model for Valley ADC
- Chaperone Program available throughout south central region by end of FFY 2024

Objective 2: Improve Economic Security of Older Adults

Strategies:

- Provide information through presentations on ZOOM and at senior centers when they are re-open to the public, for the following benefit programs: SNAP; Medicare Savings Program; Li-Heap; Tax Rebate; Medicaid; Lifeline; Employment Assistance
- Participate in annual Health & Senior fairs sponsored by the city of New Haven, the town of Hamden, the town of West Haven and the Valley region, to provide information about programs, when public gatherings are resumed

- Information Counselors will assist with application completion and submission for above benefits.
- Provide information presentations about benefit programs listed above, in Spanish to individuals with low English Proficiency

Measure:

- 10 benefit program presentations will be completed annually.
- Participate in at least 4 Health & Senior fairs annually.
- AT least 500 consumers will receive application assistance.
- Annually, at least 2 presentations about benefits will be made by Spanish speaking counselors.

Objective 3: Provide Services & Supports to Family Caregivers

Strategies:

- Through NFCSP provide the following services: Counseling; Care Management; Respite; Support Groups; Training; Information & Assistance
- Through CSRCP provide respite services and care management to family caregivers.
- In collaboration with the Alzheimer's Association educate families about dementia.
- Utilize CSRCP funding to create a bridge to the CHCPE to provide in-home services to families during the application process for CHCPE.
- Assist families to facilitate applications to CHCPE.
- Through Chaperone program provide relief to caregivers by providing accompaniment to medical appointment for their relatives.

Measure:

- Review WellSky reports and AOASCC/FoxPro database and fiscal invoices for providers to ensure contract targets are met.
- Annually dementia training will be provided as part of AOASCC support groups for family caregivers
- Through CSRCP, 100 families will receive respite services annually and 25 clients will transition to CHCPE.
- 30 clients will be assisted with the CHCPE application process annually
- 100 seniors will receive chaperone services

Objective 4: Expand public awareness of Care Management services available through AOASCC:

Strategies:

- Organize a conference on best practices in care management
- Provide information to family caregivers about care management services through AOASCC newsletter and electronic newspaper article.
- Provide information about care management services to dementia clients when completing assessments for the CSRCP
- Participate in in-person and ZOOM senior fairs to distribute program materials about care management services.

Measure:

- Conference held in 2024

- At least one article published on AOASCC website and one in Patch newspaper annually about care management services available through caregiver programs.
- 50 families will receive information about care management services when applying for NFCSP annually.
- AOASCC participates in at least 4 senior fairs to distribute care management materials by 2024.

Objective 5: Provide Information about programs, services and issues of importance to older adults, families and members of the aging network.

Strategies:

- AIRS certification of at least one Information Specialist in each Agency
- Facilitate opportunities for at least one annual workshop for statewide AAA Information and Assistance staff to discuss best practices- ongoing
- Provide information to consumers about the availability of home ownership and home improvement services through New Haven Housing Services.
- Provide information to consumers about rental assistance.
- Provide information to consumers about accessing senior housing.
- Update south central region housing directory.
- Provide information to caregivers about the availability of respite services.
- Expand chaperone program to 5 additional towns providing door thru door transportation.
- Increase the capacity to provide chaperones to New Haven residents through the recruitment and training of more volunteers.
- Provide bus passes to seniors to enable participation in volunteer programs.
- Form a time-limited, transportation advisory committee with mobility managers, senior transportation providers, aging network representatives and consumers to explore the expansion of door thru door transportation possibilities in SC region.

Measure:

- AIRS certifications are kept on file for I&A counselors.
- In collaboration with other AAAs, I&A staff conference planned for FFY 2023.
- 500 consumers/caregivers provided with senior housing information and 100 seniors will receive counseling to explore senior housing options.
- Revised housing directory completed FFY2023
- 150 caregivers receive information about respite services at Fearless Caregiver Conference, annually.
- Transportation Advisory Committee convened and completes report on recommendations about door thru door transportation in SC region FYY 2022.
- Volunteer Recruitment Coordinator to be hired FFY 2022.
- 40 seniors receive bus passes and volunteer in AOASCC programs FFY 2023
- 20 additional chaperones recruited and trained in FFY 2022.
- Chaperone program expanded to include Ansonia, Derby, Oxford, Shelton and Seymour, FFY 2023.

Objective 6: Participate in planning activities designed to increase the availability of affordable housing.

Strategies:

- Work with community non-profits to hold a housing forum with housing leaders, non-profit organizations, building developers and consumers.
- Advocate for senior friendly housing policies through the CT Coalition on Aging

Measure:

- AOASCC rep will serve on committee to plan housing forum.
- AOASCC rep will participate as part of the CCOA board of directors.

Goal 2: Provide older adults with prevention and wellness opportunities

Objective 1. Broaden access to and awareness of evidenced-based, holistic health and wellness.

Strategies:

- Fund CDSME workshops
- Fund Monitor My Health
- Provide Powerful Tools training

Measure:

- Conversations held with Griffin Hospital and Yale Medical Center to become sites for workshops and volunteer recruitment for CDSME
- Conduct online CDSME workshop in FFY 2022
- Conduct in-person workshop annually FFY 2023-2024.
- 30 people complete Powerful Tools in FFY 2023

Objective 2. Increase access to dental prevention opportunities.

Strategies:

- Fund Medicare Dental
- Promote Mission of Mercy (free dental clinics)
- Provide information about dental services & insurance

Measure:

- Review WellSky reports; AOASCC manual database; aggregate public education reports
- 50 consumers receive dental information annually from I&A counselors
- AOASCC Facebook promotes Mission of Mercy annually.

Objective 3. Reduce fall risk.

Strategies:

- Provide information about fall risk in collaboration with the CT Healthy Living Collective
- Fund Moving for Better Balance training
- Evaluate fall risk in care management clients

Measure:

- AOASCC will add 2 staff/volunteers, trained through the CT Healthy Living Collaborative to participate as workshop leaders.
- Care management department will screen all new program referrals for fall risk.
- Title IIID funds will be used to fund Moving for Better Balance.

Objective 4. Improve Stress Coping**Strategies:**

- Train older adults & caregivers in Powerful Tools
- Fund behavioral health screening through BH Care and Bridges
- Fund in-home emotional support through Franciscan Home Care in-home counseling program

Measure:

- 32 seniors complete Powerful Tools training in 2022
- 50 behavioral health screenings are completed for seniors annually
- 25 clients receive in-home counseling annually

Objective 5. Improve nutrition status**Strategies:**

- Fund Home Delivered Meals
- Provide nutrition education for HDM clients
- Fund congregate meals programs
- Assist 500 seniors with preparation of SNAP mandated documents, for application completion and submission of forms to DSS.
- Collaborate with ENPs to expand restaurant dining option for congregate meal program by forming a task force with ENPs, congregate site representatives and area restaurants to develop options for expanding restaurant sites.
- Seek flexibility in unit cost rate in next Title IIIC contract to enable expansion of restaurant option.
- Promote healthy eating through Facebook posts using materials in compliance with federal nutrition guidelines.
- Provide healthy cooking demonstrations, consistent with the Healthy Eating Index on TikTok by nutrition educator.
- Meet with congregate site representatives and consumers to explore menu revitalization to better meet consumer preferences.
- Meet with ENPs bi-weekly, to address issues before they become problems.
- In the Valley region, participants in the area soup kitchens and shelters will be provided with information about congregate meal sites by TEAM, elderly assistance program in cooperation with AOASCC nutrition educator..
- Ensure access to food for HDM clients during emergencies through provision of shelf stable foods and double meal delivery during impending weather emergencies.
- Require ENPs to have a method of informing clients when HDM or congregate site meals are interrupted.

Measure:

- Review Nutrition risk scores, WellSky reports, NCOA reports, Fiscal invoices.
- All HDM consumers will receive education annually.

- Through OOA funding, congregate meals programs provided through SC regional annually.
- Number of restaurant days will be increased by FFY 2024.
- Reimbursement rate for restaurant option is increased to reflect market demand by FFY 2023.
- 500 SNAP applications will be submitted by FFY 2023.
- 12 Facebook posts will be made annually.
- 4 cooking demonstrations will air FFY 2022 –FFY 2023.
- Congregate Site committee will complete at least 3 meetings in FYY 2022 and then meet twice yearly in subsequent years.
- ENP contract identifies plan for notifying consumers of impending meal cessation FFY 2023.
- ENP will complete a listing of congregate meals sites to be distributed annually.
- For HDM clients, contract with ENP requires plan for client notification in case of meal interruption. During emergencies, AOASCC reviews plan with ENP to ensure plans have been implemented as designed.

Objective 6. Reduce risk of social isolation through social engagement

Strategies:

- Recruit & train volunteers for RSVP
- Provide Intergenerational Tutoring opportunities
- Place trained Foster Grandparents in community daycare centers
- Place Senior Companions in community housing
- Provide volunteer chaperones in Trusted Ride Certified program
- Facilitate placement opportunities for trained Medicare volunteers in at community locations
- Create training and outreach opportunities for SMP volunteers
- Host annual Art of Aging
- Include older adults on the AOASCC advisory Council
- Include older adults in the Ageism Coalition
- Provide access to technology by seeking funding for purchase of Ipads to be distributed through senior center partnership.
- Develop a volunteer training program to teach seniors how to use technology.

Measure:

- 50 new volunteers recruited and trained, as documented in RSVP data tracking tool, Senior Corps data tracking tool, SHIP online data tool. Tracking tool to be developed for new Trusted Ride Companion Program.
- Intergenerational volunteer option will be developed for training of seniors on tech use.
- 4 SMP training and outreach opportunities to be created annually.
- Art Show to be held annually in May.
- Ensure that at least 10 members of AOASCC Advisory Counsel and Ageism Coalition are seniors.
- Ipads purchased and distributed based on available funding.
- 5 Volunteers recruited and trained to teach technology use to seniors.

Objective 7: Support populations at greatest-risk of adverse health outcomes due to social determinants of health.

Strategies:

- Enhance culturally-sensitive training and service coordination for individuals with Alzheimer’s disease and related dementias through partnerships with the Alzheimer’s Association and LiveWell e.g.
- Public awareness of Alzheimer’s disease and available resources are expanded to include materials in multiple languages
- Utilize purchased consumer data bases targeted to identify low income older adults to expand MIPPA outreach.
- Screen I&A callers for food insecurity
- Utilize chaperone program to ensure seniors at high risk of institutionalization have support to get to medical appointments
- Utilize Spanish language newspapers and radio to provide information about SNAP
- Continue to ensure multiple language translation strategies are in place to provide services to individuals with low English proficiency.

Measures:

- 100% CSRCP and NFCSP staff have received Dementia Friends training.
- Family Resource Center Library contains materials about dementia in language in addition to English with graphics showing multi-cultural images FFY 2022.
- 100 seniors will be identified through purchased data base and assisted with MSP application filing FFY 2023.
- 500 seniors will be screened by I&A counselors for SNAP by FFY 2024.
- 50 high risk seniors will be provided with chaperones to accompany them to medical appointments FFY 2023.
- At least 2 articles will appear in Spanish language newspapers and 2 radio appearances will be made during plan period.

Goal 3: Protect elder rights and well- being and prevent elder abuse, fraud, neglect and exploitation

Objective 1: Increase Elder Rights protection by increasing control over health care decisions.

Strategies:

- I&A counselors will mail information about Advanced Directives to 100 callers to the ADRC call line.
- 100 consumers will be directed to Advance Directives - CT.gov by counselors.
- Refer 25 seniors and families to elder law attorneys re: Conservators.
- Fund New Haven Legal Assistance to provide assistance with housing and public benefits disputes.
- Fund CT Vet Legal Center to assist low-income, homeless veterans access VA benefits, obtain missing documentation of veteran status and represent veterans in challenging discharge status that blocks access to benefits.

Measure:

- 50 clients will receive Advanced Directives packet FFY 2022-2023

- 100 consumers will receive I&A regarding advanced directives.
- 50 seniors/caregivers will be referred to elder law attorneys FFY 2022-2024
- 100 seniors will receive assistance from NH Legal Assistance annually.
- 50 senior veterans will be served by CT Vet Legal Center annually.

Objective 2 : Increase knowledge of aging network re: elder abuse

Strategies:

- Host annual TEARS conference on ZOOM
- Share elder abuse information through Ageism Coalition
- Fund Elder Abuse Prevention programs about domestic violence as a form of elder abuse, presented by BH Care at senior centers, senior housing sites, Griffin Hospital and soup kitchens
- Host SC M-Team bi-monthly
- Participate in M-Teams in Meriden, the Valley and East Shore

Measure:

- TEARS conference held annually in October 2021, 2022, 2023 for aging network professionals
- Elder abuse information shared quarterly with Ageism Coalition members comprised of consumers and aging network professionals FFY 2022 -2024.
- BH Care presents 8 education programs annually to seniors and family caregivers FFY 2023
- AOASCC M-Team comprised of aging network clinical staff, meets bi-monthly at AOASCC annually.
- AOASCC participates in M-Teams when they are hosted in Meriden, East Shore and the Valley, annually.