



# Oregon

John A. Kitzhaber, MD, Governor

## Department of Human Services

*Aging and People with Disabilities*

*State Unit on Aging*

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December 28, 2012

Marvin Pohl  
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Governments  
1113 Kelly Avenue  
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Dear Marvin:

We are in receipt of the Mid-Columbia Council of Governments (MCCOG) 2013-2016 revised Area Plan. Per our discussion related to leadership changes at your agency and the recent AAA review resulting in a set of recommendations, we are **provisionally** approving MCCOG's plan through April 2013. The Area Plan will need to be further revised and submitted to our office no later than April 30, 2013 to gain compliance with the required criteria.

Suanne Jackson and I are ready and willing to assist you in achieving approval of plan, please let us know how we can be of assistance. I very much appreciate your dedication and commitment toward improving the lives of older Oregonians.

Sincerely,

Elaine Young  
Manager, State Unit on Aging

Cc: John Arens, MCCOG  
Suanne Jackson, SUA

# Region 9 Area Agency on Aging 2013-2016 Area Plan

October 1, 2012



*“A region where seniors enjoy an enhanced quality of life, contribute to their communities, have economic security, and receive those supports necessary to age with choice and dignity”*



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REGION 9 AREA AGENCY ON AGING  
2013-2016 AREA PLAN  
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## **Section A- Area Agency Planning and Priorities**

## A-1 Introduction

In 1965, Congress passed the Older Americans Act (OAA) which created structures at the federal, state, and local levels to administer programs for older adults. Area Agencies on Aging (AAA) are the organizations designated by the State of Oregon to carry out OAA and Oregon Project Independence (OPI) services at the local level. AAAs are responsible for analyzing the needs of seniors and assessing the existing services in the region they serve and must prepare an Area Plan to guide the delivery of services to older people.

The Area Plan, covering the period January 1, 2013 through December 31, 2016, details the actions Region 9 AAA will take over the next four years to enhance the quality of life for seniors, helping them maintain their health and independence. In conjunction with community input, we have developed a comprehensive and coordinated service delivery system that will maximize services to seniors based on locally specified needs. We will continually assess our progress in meeting the goals and objectives specified in this plan and will modify programs as necessary.

Questions and comments on this plan may be sent to: John R. Arens, Executive Director, Mid-Columbia Council of Governments, 1113 Kelly Avenue, The Dalles, OR 97031, 541-298-4101 or [john.arenas@mccog.com](mailto:john.arenas@mccog.com).

Region 9 Area Agency on Aging (Region 9 AAA) provides services within Hood River, Wasco, Sherman, Gilliam and Wheeler counties comprising the Planning and Service Area (PSA) for the region. Mid-Columbia Council of Governments (MCCOG), an ORS 190 agency established in 1979, is the governing entity for Region 9 AAA. The boundaries of MCCOG coincide

with those of Region 9 AAA, creating synergy in service delivery, and coordination with local governments in a large rural and frontier region.

Together the five counties comprise approximately 6,796 square miles of Oregon. According to 2010 Census Data, the total population of the region is 52,636, of that 14,202 are above the age of 55. Two of the counties (Wasco and Hood River) are considered “rural” with populations of just over 20,000 each. Three counties (Sherman, Gilliam and Wheeler) are considered “frontier” with populations of less than 1,900 each. Frontier areas are sparsely populated rural areas that are isolated from population centers and services. While frontier is sometimes defined simplistically as places having a population density of six or fewer people per square mile this does not take into account other important factors that may isolate a community. The frontier designation means that serving the widely distributed population is challenged by distance and limited resources.

Many of the Region 9 AAA services are contracted with local service providers. Some of the programs self-provided by our AAA include: Oregon Project Independence (OPI), information and assistance, outreach, newsletter, Friendly Visitor, area plan administration, advocacy, nutrition programs and elder abuse / legal aid.

During the winter of 2011, Region 9 AAA conducted a community needs assessment of older adults within the region. The purpose of the assessment was to identify barriers and gaps in the service delivery system and outline solutions to meet these needs and bridge the gaps. Findings from this needs assessment offer the most recent and comprehensive demographic and service-related data available in the region, and provide a

strong foundation for future planning and program development for older adults. These results are described in Section A-3.

## **A-2 Mission, Vision and Values**

### **Mission**

Provide regional services and advocacy to enhance the quality of life for seniors, helping them maintain their health and independence.

### **Vision**

A region where seniors enjoy an enhanced quality of life, contribute to their communities, have economic security, and receive those supports necessary to age with choice and dignity.

### **Values**

- Support and encourage advocacy efforts of the Senior Advisory Council (SAC)
- Encourage an environment in which all cultures and differences are appreciated and accepted
- Encourage community partnerships and provide leadership in developing solutions that address needs of seniors.
- Advocate for choice to live independently or in the setting that a senior most desires
- Listen to the public with emphasis on the senior population then work to enhance services and improve the implementation of delivery

- Advocate for seniors, in particular low income, minority and Lesbian, Bisexual, Gay, and Transgender (LBGT) individuals

Altogether, this information provides the framework within which the Region 9 AAA carries out its duties and responsibilities. A key focus for this next year will be to lead community planning efforts to meet the future needs of older adults through expanding existing and creating new partnerships with other organizations serving seniors.

### **A-3 Planning and Review Process**

In developing the Area Plan we performed a community needs assessment to determine the needs of older adults, minorities, rural and frontier residents and individuals with disabilities. Information was gathered from Town Hall meetings, Area Plan and Budget Opinion Survey, a survey conducted of minority populations and the latest U.S. Census Data.

During 2012, Region 9 AAA held 13 Town Hall meetings to gather data on the needs of seniors within the region. Appendix C contains a complete list of meetings days and locations along with copies of the survey tool. Town Hall participants were asked to complete the Area Plan and Budget Opinion Survey and encouraged to talk directly with staff about their needs and issues. The surveys were distributed and 294 were collected on site so as to preserve the integrity of the data. At several meetings, members of the SAC and MCCOG Board were in attendance.

The following topics were discussed at the Town Halls:

- Nutrition Program

- Legal Assistance
- Health and Wellness
- Friendly Visitor / Reassurance
- AARP Money Management
- Senior Health Insurance Benefits Assistance (SHIBA) - Medicare
- Elder Abuse Awareness
- Oregon Project Independence
- Family Caregiver Services
- Emergency Preparedness
- Outreach

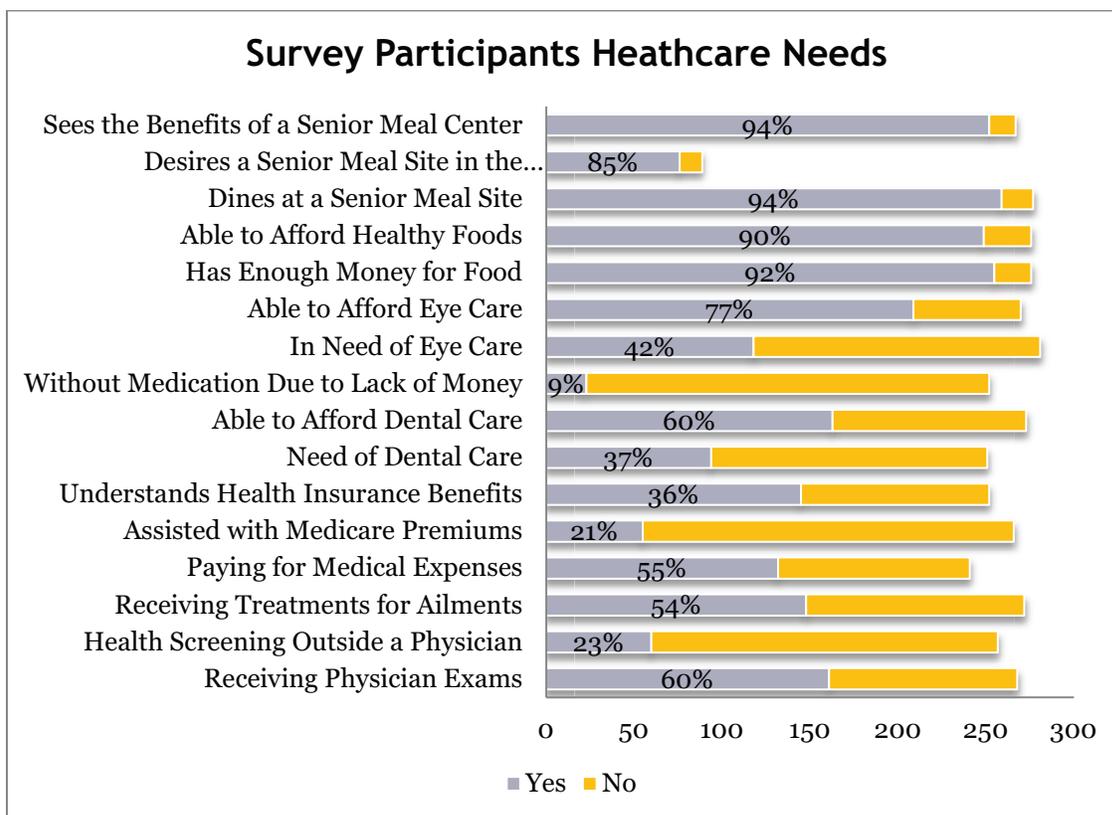
Some of the more common issues that were voiced and discussed are listed below:

- Equity in the distribution of meal sites
- The importance of Information & Assistance
- The Aging & Disability Resource Connections (ADRC) concept
- Health and Wellness with particular emphasis on evidenced based curriculum
- The respite program and in particular grandparents raising grandchildren

The survey work conducted in concert with the development of the Area Plan indicates a strong support for the various meal programs. The vast majority of the respondents completing the survey are actively participating in meal sites and see a strong level of importance with such programs.

The respondents are also generally able to meet daily health, nutrition and safety issues based on their responses. Over half of the respondents were receiving physician exams regularly and receiving treatments for ongoing ailments.

Table 1 – Survey Participants Healthcare Needs



Transportation needs of the seniors responding to the survey are generally being met. Over 90% of the respondents reported they have adequate transportation to access healthcare and shopping. 69% reported access to public transportation services.

In the future the Region 9 AAA should strive to identify and gather additional information from the less mobile senior population to increase interactions with home bound seniors. **In addition, Region 9 AAA will build stronger relationships with the provider network as well as**

**underrepresented populations of the Native American tribes, Asian, Hispanic, African American and LGBT seniors. This will provide a better understanding of the services that are currently offered and opportunities to develop to a more complete community plan to identify priority services needed.**

The survey also leads us to support ongoing efforts with nutrition programs. The foundation of programs currently in place is well supported. The program should continue to build equity into the system to ensure seniors throughout the region have access to strong nutrition programs.

A draft of the Area Plan was distributed to all SAC and MCCOG Board members for their review and input. On September 10, 2012 the SAC gave initial consideration to the draft plan. A Public Hearing and joint SAC and MCCOG Board Meeting was held on September 27, 2012 to gather final public input and consider the adoption of the Area Plan.

## **A-4 Prioritization of Discretionary Funding**

***\* This area will require further development. We will be updating this section with specific action steps by April 2013.***

Region 9 AAA administers a variety of federal, state, and local funds for services to older people. Of the 2012-2013 budget of \$454,957, the majority of funds are “non-discretionary”, or dedicated to specific services. Approximately \$130,760 of the Older Americans Act (OAA) Title III B can be considered discretionary funds or more flexible in nature. Discretionary funding is that which remains after OAA mandatory spending requirements have been met, and is used to provide additional services to seniors.

Because Region 9 AAA has relatively low OAA funding it must utilize the most cost effective service delivery to provide client services. While most often this is accomplished by contracting with vendors, Region 9 AAA has found that providing quality services and interfacing directly with clients has proven beneficial to providing holistic services. This direct methodology of employee provided service delivery has the additional benefit of necessary program staff coverage to supply consistent client service delivery. The majority of discretionary funding is used for employee provided support services, primarily in the areas of state defined In-Home and Access services since these areas have the broadest impact on seniors of our area.

The remaining discretionary funds very often amount to only a few thousand dollars per year if any. The AAA Program Director reserves the authority to spend this minimal amount on the financial needs of seniors of greatest economic and social need.

Table 2 2012-2013 OAA Title III Funds

| OAA Title III B Total Allocation = \$198,122 |       |                   |
|--|-------|-------------------|
|  |       | <b>\$198,122</b>  |
| <b>Mandatory Access Services</b>             | (18%) | = \$35,662        |
| <b>Mandatory Legal Services</b>              | ( 3%) | = \$5,944         |
| <b>Mandatory In-Home Services</b>            | ( 3%) | = \$5,944         |
| <b>Maximum Administration Allowance</b>      | (10%) | <u>= \$19,812</u> |
| <b>Discretionary Balance</b>                 |       | = \$130,760       |
|  |       |                   |
| <b>Mandatory/Matching Funds</b>              |       | = \$67,362        |

# Section B - Planning and Service Area Profile

## B-1 Population Profile

Two of our counties (Wasco and Hood River) are considered “rural” with populations of just over 20,000 each. Three counties (Sherman, Gilliam and Wheeler) are considered “frontier” with populations of less than 1,900 each. The region has a population density of 7.7 persons per square miles. Sherman, Wheeler and Gilliam counties are among the lowest population densities in the state at 2.3, 0.9 and 1.6 residents per square mile respectively.

Table 3- Region 9 Population Profile

| Characteristic                    | Wasco County         | Hood River County | Gilliam County        | Sherman County        | Wheeler County        |
|-----------------------------------|----------------------|-------------------|-----------------------|-----------------------|-----------------------|
| Total Population                  | 25,213               | 22,346            | 1,871                 | 1,765                 | 1,441                 |
| 60 and Over                       | 5,589                | 3,868             | 537                   | 580                   | 578                   |
| Low Income (65+)                  | 311                  | 242               | 43                    | 34                    | 25                    |
| Minority (65+)                    | 3,596                | 3,874             | 94                    | 120                   | 109                   |
| Low income Minority <sup>2</sup>  | 2,070                | 1,129             | 29                    | 99                    | 2                     |
| Disabled (65+)                    | 3,022                | 1,987             | 312                   | 173                   | 189                   |
| Limited English Proficiency (LEP) | 101                  | 56                | 0                     | 0                     | 0                     |
| Rural                             | Yes                  | Yes               | Frontier <sup>1</sup> | Frontier <sup>1</sup> | Frontier <sup>1</sup> |
| Native American Elders            | 54                   | 28                | 7                     | 0                     | 8                     |
| Native American Tribes            | Warm Springs, Yakima | Warm Springs      |                       |                       |                       |

Source: 2010 U.S. Census Bureau

1. Frontier areas are sparsely populated rural areas that are isolated from population centers and services. While frontier is sometimes defined simplistically as places having a population density of six or fewer people per square mile this does not take into account other important factors that may isolate a community. Therefore, preferred definitions are more complex and address isolation by considering distance in miles and travel time in minutes to services.

Population trends show an overall increase in regional population of 3,038 from 2000 to 2010. Most of the population gain was seen in the two larger counties of Hood River and Wasco. Regionally we saw a decrease of 435 in the number of youth under age 18. While the increase in the Hispanic population exceeded that of the overall population, we have yet to see a significant increase in Hispanic seniors.

Hood River County is the only subject county that has not seen a loss in population during a single decade over the last 30 years. Wasco has not seen a loss in population since the 1980 to 1990 timeframe. The other three counties have lost population in two of the three decades.

The following table was compiled from “Your Community in Focus” publications from DHS. The information is from 2009 but is still relevant and shows the challenges faced by the frontier counties in meeting basic service needs. Portions of these counties are more than a two hour drive to a hospital in good weather. The table also shows a steady increase in the estimated number of seniors needing Medicaid services over time.

Table 4 – Health Related Projections

|                      | Wasco | Hood River | Gilliam | Sherman | Wheeler |
|----------------------|-------|------------|---------|---------|---------|
| Physicians / 1000    | 2.85  | 3.14       | 0       | 0       | 0       |
| Hospitals            | 1     | 1          | 0       | 0       | 0       |
| Community Facilities | 11    | 8          | 1       | 1       | 6       |
| Nursing Homes        | 3     | 1          | 0       | 0       | 0       |

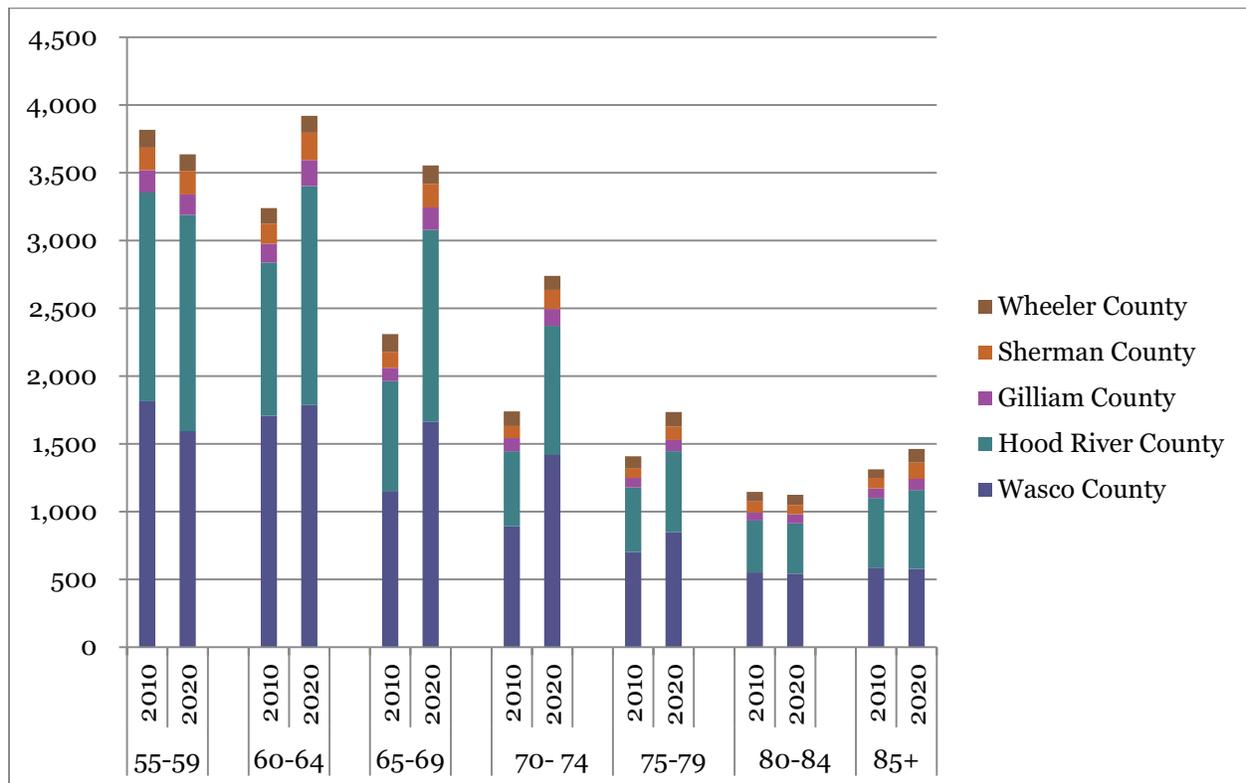
Table 4 Health Related Projections (continued)

| Seniors receiving Medicaid funded long-term care and other Medicaid assistance - Projections |       |            |         |         |         |
|--|-------|------------|---------|---------|---------|
|  | Wasco | Hood River | Gilliam | Sherman | Wheeler |
| 2010   | 325   | 224        | 32      | 34      | 38      |
| 2020   | 397   | 308        | 41      | 47      | 41      |
| 2030   | 485   | 425        | 51      | 60      | 43      |

Source: Your Community in Focus, County Reports DHS – 2009

Since the data in Table 4 was developed Wheeler County has attracted a medical clinic that is not included in the information. The table illustrates the challenges faced by the frontier populations in accessing medical care and related services.

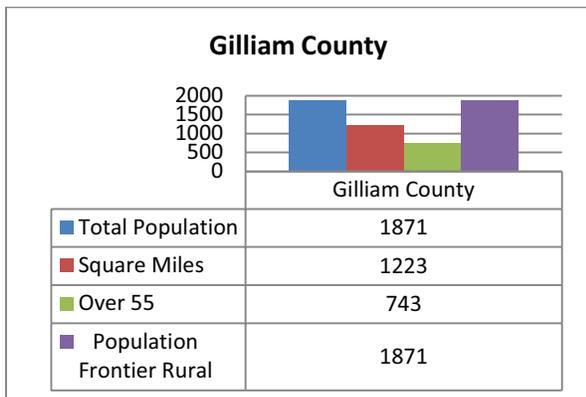
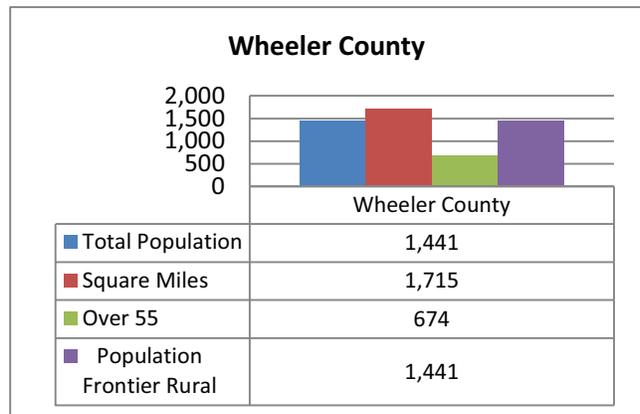
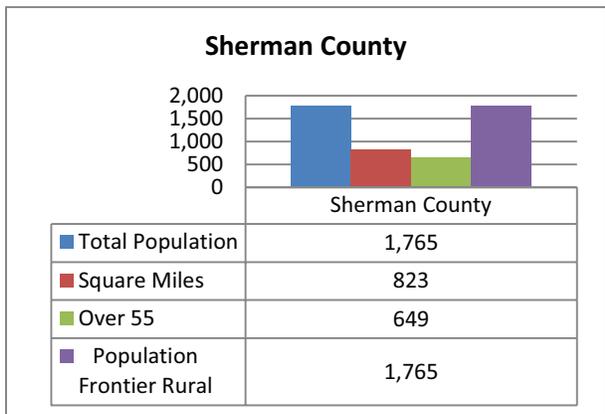
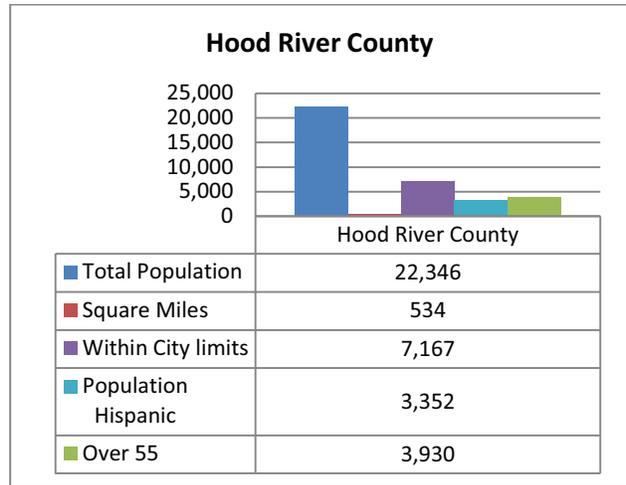
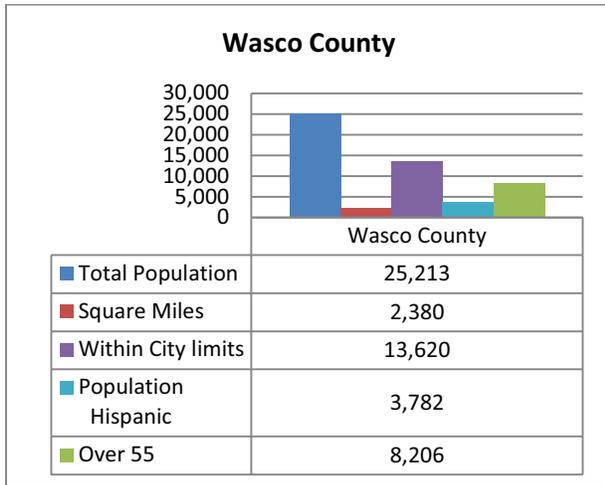
Table 5 - Forecasts of Populations by Age, 2010 - 2020



Source: Forecasts of Oregon's County Populations by Age, 2000 – 2010 Prepared by Office of Economic Analysis, Department of Administrative Services State of Oregon,

The chart above shows a tremendous increase provided for the target populations over the remainder of this decade. Region 9 AAA and other small agencies with limited resources will continue to struggle to meet the needs of this growing senior population. Cooperation and coordination of efforts will be critical as we work to meet the needs of our community.

Table 6 2010 U.S. Census Bureau County Statistical Data



## B-2 Target Population

***\* This area will require further development. We will be updating this section with specific action steps by April 2013.***

In support of our seniors in rural and frontier areas who are considered frail and at risk of losing their ability to remain in their homes, one of our continued emphasis areas will be to keep people in their homes through OPI services. The Older American's Act (OAA) requires reaching populations in "greatest social and economic need" services. Particular attention is required to serve older individuals that are:

1. Low-income minorities
2. Native Americans
3. Residents in rural or frontier areas.
4. Limited English-speakers
5. Those at risk for institutional placement
6. Frail seniors with physical or mental impairments
7. Seniors with Alzheimer's disease or related dementias
8. Lesbian, Gay, Bisexual and Transgender (LGBT) seniors

The entire population of the Region 9 AAA is rural or frontier based, as shown in Section B1 above. The significant Hispanic population is yet to dramatically impact senior service providers but will have a growing service need over time. Significant outreach has been directed towards Native Americans in the region over the past year; efforts to reach this target group will continue to be of importance.

Region 9 AAA strives to offer services that are linguistically and culturally appropriate to all populations seeking assistance. Outreach efforts provide information about existing services and benefits to all populations throughout our region with an emphasis upon the priority population groups outlined above.

We have a small, but long-standing, Native American population in Wasco County's Celilo Village and a growing Hispanic population in both Hood River and Wasco counties. To better serve our Hispanic seniors we will be offering outreach materials and training in Spanish to the extent funding will allow.

Region 9 AAA has made significant progress in overcoming some of the challenges to developing a network within our minority communities. We have established relationships with agencies that serve low-income minority individuals, especially Hispanics. Both LaClinica del Carino and the Next Door's Nuestra Comunidad Sana have been introduced to Region 9 AAA services in an effort to create awareness and encourage referrals.

We continue to build relationships in the Hispanic community, with a current focus on Hood River County, related to senior services. Initial discussions have identified the following areas of need: development of a nutrition program, vocational training of young Hispanics for entry level health care positions working with seniors, and a Hispanic focused senior center.

Outreach and communication to maintain relationships with our Native American communities is ongoing. Staff attended the Bureau of Indian Affairs annual Care Provider Recognition Celebration held at Grand Ronde

to promote our services. Working with the Yakima nation we were introduced to the Celilo tribe, offering them senior services with a focus on the Nutrition and Living Well programs. Region 9 AAA has a new hire that happens to be Native American; who will be assisting the organization in identifying ways to serve this minority group in addition to her other responsibilities.

In our continuing efforts to serve the remote areas of our region, a senior was hired in 2012 to serve as a Roving Outreach Specialist. This person travels to our most remote areas within southern Wasco, Sherman, Gilliam and Wheeler counties in order to meet with seniors on SHIBA needs, teach classes on evidenced based health programs and serve as a gatekeeper into available services.

### **B-3 AAA Administration and Services**

***\* This area will require further development. We will be updating this section with specific action steps by April 2013.***

Region 9 AAA provides a wide array of services, both directly and through contracts for service. Considerable efforts are made to serve individuals with the greatest economic and social need, with particular emphasis on the needs of low-income minority individuals and older individuals residing in our rural and frontier areas and the limited LGBT community.

While demands for services continue to increase, funding levels for public and non-profit services have not kept pace with the cost of doing business. This reality, coupled with the rural and frontier nature of our region means we are challenged to do more with less. In addition, Federal and State regulatory and oversight standards continue to increase along with the

complexity of mandated reports, program audits and fiscal tracking taking time away from providing services.

With a paid staff of 3.49 employees our region must rely heavily on volunteer contributions. During the 2011-2012 fiscal year Region 9 AAA logged 27,399 volunteer hours, having a contributing value of \$511,000. This volunteer contribution exceeds the total fiscal year budget of the Region 9 AAA.

All programs described in this section are offered throughout our service area, with the exceptions noted for the Nutrition Program. Table 7 contains an overview of all the program and activities conducted by the Region 9 AAA.

Table 7 Region 9AAA Summary of Services

| Service/Program                             | Delivery Method | Funding Source | Program Details   | Other Resources Providing Service                     |
|---|-----------------|----------------|---|---|
| <b>Administration</b>                       |                 |                |   |   |
| Administrative                              | Self-Provided   | OAA<br>OPI     | <p><u>Staffing Functions:</u> staffing plan, personnel policy, manage and direct employees</p> <p><u>Planning Functions:</u> implementation and oversight of OAA area plan, development of Area Plan, annual updates and reporting, track service trends, lead efforts in community services planning, assist with fund development activities</p> <p><u>Board Functions:</u> Support for SAC and MCCOG Board</p> <p><u>Management Control Functions:</u> contract management, Ensure compliance with federal, state and other rules and regulations, program audits, fiscal tracking and reporting</p> | MCCOG general fund<br>In-kind Contribution (\$19,000) |
| <b>Advocacy</b>                             |                 |                |   |   |
| Advocacy                                    | Self-Provided   | OAA/OPI        | Represent the interests of older persons; and consult with and support the States of Oregon’s Long Term Ombudsman Program   |   |
| <b>Elder Abuse Awareness and Prevention</b> |                 |                |   |   |
| Elder Abuse Awareness and Prevention        | Self-Provided   | OAA            | Focus on training and identification of elder abuse   | Volunteers  |

Table 7 Region 9AAA Summary of Services (continued)

| <b>Health and Wellness</b>                          |                            |           |  |            |
|---|----------------------------|-----------|--|------------|
| Recreation  | Self-Provided              | OAA       | Stipend provided to promote social interaction and development of physical activity.       | Volunteers |
| Chronic Disease Prevention Management and Education | Self-Provided              | OAA       | Living Well with Chronic Conditions, Thai, Chi, Strong Women                               | Volunteers |
| <b>Oregon Project Independence</b>                  |                            |           |  |            |
| OPI   | Contract/<br>Self-Provided | OPI       | Client Employed Providers (CEP) in home care, ADA assessments, Case Management, Counseling |            |
| <b>Nutrition</b>                                    |                            |           |  |            |
| Home-Delivered Meal                                 | Contracted                 | OAA/NSIP  | See narrative for information  | Volunteers |
| Congregate Meals                                    | Contracted                 | OAA/ NSIP | See narrative for information  | Volunteers |
| Nutrition Education                                 | Self-Provided              | OAA       | Quarterly nutrition standards presentations to seniors and providers                       | Volunteers |
| <b>Legal Assistance</b>                             |                            |           |  |            |
| Long-Term Care Ombudsman                            | Contracted                 | OAA       | Monetary support to the ombudsman program  |            |
| Legal Assistance                                    | Contracted                 | OAA       | See narrative for information  |            |

Table 7 Region 9AAA Summary of Services (continued)

| Information and Assistance        |                              |          |  |            |
|-----------------------------------|------------------------------|----------|--|------------|
| Information & Assistance          | Self-Provided                | OAA      | See narrative for information  |            |
| Newsletter                        | Self-Provided                | OAA      | See narrative for information  | Volunteers |
| Public Outreach/Education         | Self-Provided                | OAA, OPI | Services or activities providing information to groups and community partners regarding available services for the elderly |            |
| Outreach                          | Self-Provided                | OAA      | One on One interactions with seniors and partners  |            |
| Family Caregiver Support Services |                              |          |  |            |
| Information for Caregivers        | Self-Provided/<br>Contracted | OAA      | See narrative for information  |            |
| Caregiver Access Assistance       | Self-Provided/<br>Contracted | OAA      | See narrative for information  |            |
| Respite Care                      | Self-Provided/<br>Contracted | OAA      | See narrative for information  |            |
| Grandparent Respite               | Self-Provided/<br>Contracted | OAA      | See narrative for information  |            |
| Care Giver Respite                | Self-Provided/<br>Contracted | OAA      | See narrative for information  |            |

Table 7 Region 9AAA Summary of Services (continued)

| <b>Senior Health Insurance Benefit Assistance (SHIBA)</b> |               |                 |   |            |
|---|---------------|-----------------|---|------------|
| SHIBA   | Self-Provided | State<br>Funded | See narrative for information   | Volunteers |
| <b>Other</b>  |               |                 |   |            |
| Home Repair/Modification                                  | Self-Provided | OAA/ OPI        | Limited basis, last resort  | Volunteers |
| Friendly Visitor/<br>Reassurance                          | Self-Provided | OAA, OPI        | See narrative for information   | Volunteers |
| Volunteer Recruitment                                     | Self-Provided | OAA             | See narrative for information   |            |
| Senior Center Assistance                                  | Self-Provided | OAA             | Provides monetary assistance when requested and funding is available                            | Volunteers |
| Financial Assistance                                      | Self-Provided | OAA             | Provides monetary assistance when requested and funding is available for low income individuals |            |
| Money Management  | Self-Provided | OAA             | See narrative for information   | Volunteers |
| Volunteer Services  | Self-Provided | OAA             | Volunteer time exceeds cash budget of AAA program   | Volunteers |
| Other State Funds   | Self-Provided | State<br>Funded | Funding used for electronic equipment and/or membership dues                                    |            |

## Health and Wellness Promotion

The Region 9 AAA offers an array of health and wellness programs to help the region's older population remain healthy and independent. Numerous community partners collaborate with us in the development and implementation of these programs.

To advocate and address healthy living of older adults we currently offer the following "evidenced based" programs through contracts with local service providers:

| Evidence Based programs contracted through local service providers |   |
|--|---|
| Living Well with Chronic Conditions                                | Multiple Locations                                      |
| Strong Women   | The Dalles Senior Center                                |
| Tai Chi  | Mt Hood Senior Center<br>Hood River Valley Adult Center |

Currently we are researching options for offering similar evidence based programs in Sherman and Wheeler counties like those listed above.

The Living Well program is composed of six workshops for people with chronic health problems, presented over the course of six weeks at convenient locations throughout the community. Trained leaders, who may have a chronic disease themselves, facilitate the workshops. Over the last two years we have facilitated 14 six-week workshops.

Topics include:

- Techniques to deal with problems such as frustration, fatigue, pain and isolation
- Appropriate exercise for maintaining and improving strength, flexibility and endurance
- Appropriate use of medications
- Communicating effectively with family, friends and health professionals
- Nutrition
- How to evaluate new treatments

### **Elder Abuse Prevention and Awareness**

Region 9 AAA contracts with Oregon Legal Aid Services to provide free legal advice, representation, referral and education to older adults, with emphasis on assisting low-income seniors. Home visits are arranged for clients who are homebound or confined to a hospital or nursing home. A referral panel consisting of pro bono and reduced-fee attorneys is also utilized.

For contracted legal assistance through Oregon Legal Aid, individuals must be 60 years old or older. Over the past year, we conducted six presentations at meal sites with at least one in each county covering the topics of legal aid and elder abuse. In addition, Oregon Legal Aid provided seniors one-on-one sessions to discuss legal questions or concerns. Subsequent to these visits, utilization of legal services has increased.

## **National Family Caregivers Support Program**

Respite is the provision of temporary relief to family members and other primary caregivers caring for an impaired individual at home. The type provided by this agency is “individual” versus “group” or “institutional”. Over the last year we have provided monthly service to 12 care providers. The agency will continue to identify families and grandparents in need of respite assistance.

## **Friendly Visitor Program**

This volunteer supported program keeps seniors socially connected to the community. Along with providing socialization, trained volunteers are able to witness potential problems within the clients’ home environment, including health or elder abuse situations.

Volunteers meet with Region 9 AAA staff on a monthly basis to report on the clients’ wellness and plan any recommended referral services. 15 seniors currently receive friendly visit services through our 10 volunteers’ efforts.

The gatekeeper component of this program educates volunteers and community members to be alert for seniors at risk, particularly those who are isolated, living alone and in need of some type of assistance to maintain their independence.

## **Information & Assistance (I&A)**

This service is further addressed in Section C of this Plan under the heading Information and Assistance Services and Aging & Disability Resource Connections.

This program provides information and assistance to individuals needing public or private resources, to professionals seeking assistance on behalf of their clients and to individuals planning for their future long-term care needs.

This program also provides the entry to Case Management and related in-home service information, screening and access to other agency resources.

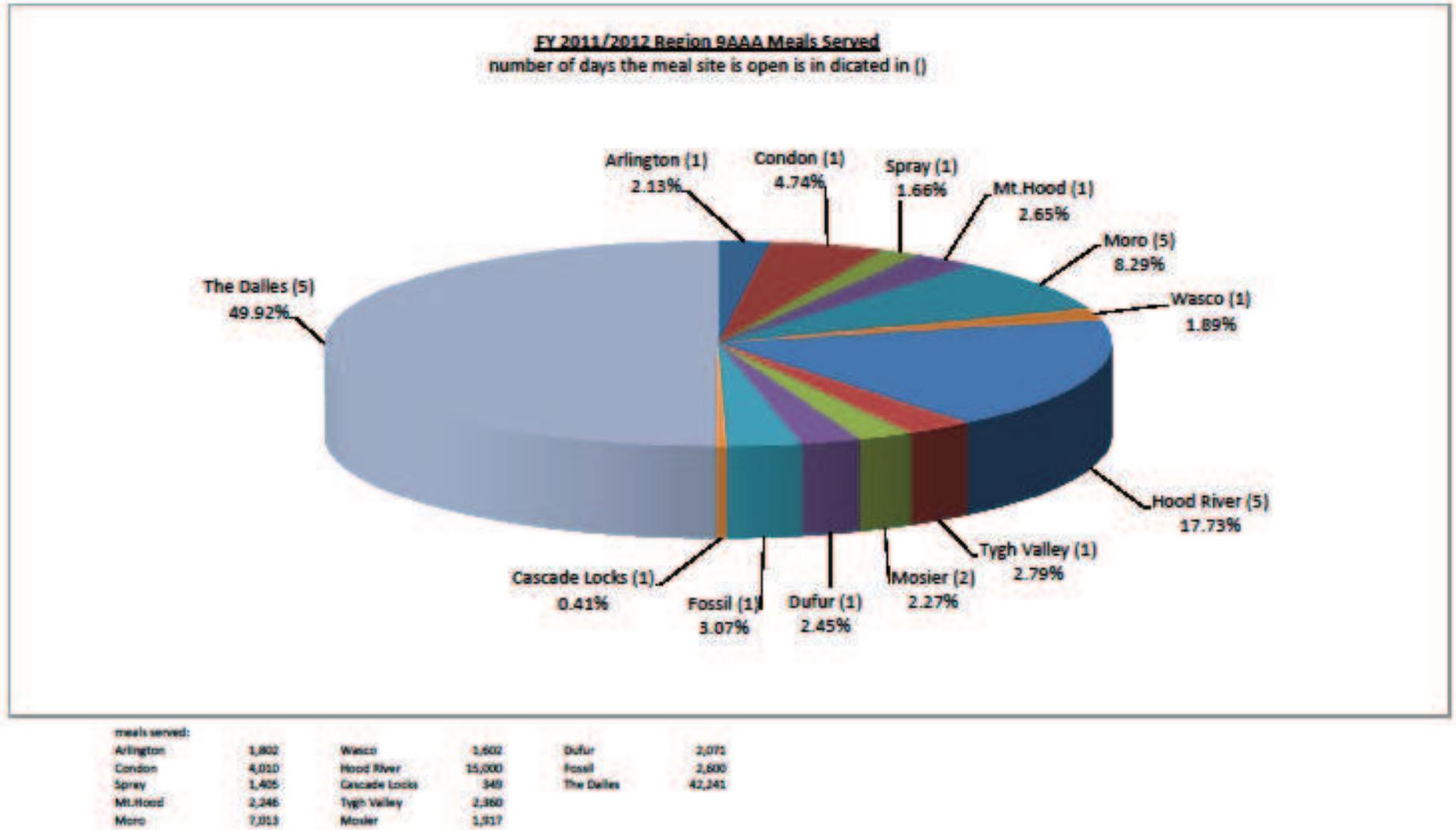
### Newsletter

A newsletter is printed and distributed every two months primarily to persons age 60 and over offering information on programs and/or public benefits which will enhance their ability to remain independent. We currently distribute 1,200 copies with each printing.

### Nutrition

Congregate Nutrition Services help meet the social and the complex nutritional needs of older persons who are nutritionally at risk by providing meals and other nutritional services. These include, in a group setting, nutritional outreach and education and social activities. At this time there are 13 meal sites distributed throughout Region 9 AAA as shown in the table below. This geographic distribution offers seniors reasonable access to services.

Table 8 FY 2011/2012 Region 9AAA Meals Served



The following table provides more information about meal sites in our region. With the recent addition of two meal sites the program is currently available throughout the region.

Table 9 Meal Site Locations/ Annual Meal Count FY 2011-2012

| <b>Region 9 AAA Meal Site Locations/ Annual Meal Count FY 2011- 2012</b> |                        |                                      |                        |                                   |
|--|------------------------|--------------------------------------|------------------------|-----------------------------------|
| <b>City Location</b>   | <b>County Location</b> | <b>Seniors Served (Unduplicated)</b> | <b>Number of Meals</b> | <b>Annual AAA Contract(12/13)</b> |
| <b>Spray</b>   | Wheeler                | 103                                  | 1,405                  | \$2,866                           |
| <b>Fossil</b>  |                        | 50*                                  | 2,600*                 | \$4,126                           |
| <b>Arlington</b>   | Gilliam                | 229                                  | 1,802                  | \$2,976                           |
| <b>Condon</b>  |                        | 330                                  | 4,010                  | \$6,483                           |
| <b>Wasco</b>   | Sherman                | 252                                  | 1,602                  | \$2,761                           |
| <b>Moro</b>  |                        | (C)477                               | (C)4,627               | (C)\$6,241                        |
|  |                        | (H) 12                               | (H)2,386               | (H)\$29,752                       |
| <b>Hood River</b>  | Hood River County      | (C)*                                 | (C)9,000*              | (C)\$12,213                       |
|  |                        | (H) *                                | (H) 6,000 *            | (H) \$8,864                       |
| <b>Mt. Hood</b>  |                        | 424                                  | 2,246                  | \$3,719                           |
| <b>Cascade Locks</b>   |                        | 53                                   | 349                    | \$2,129                           |
| <b>The Dalles</b>  | Wasco County           | (C)381                               | (C)15,713              | (C)\$28,309                       |
|  |                        | (H)150                               | (H)26,528              | (H)\$30,916                       |
| <b>Tygh Valley</b>   |                        | 164                                  | 2,360                  | \$3,467                           |
| <b>Mosier</b>  |                        | 171                                  | 1,917                  | \$3,697                           |
| <b>Dufur</b>   |                        | 163                                  | 2,071                  | \$3,259                           |

(C) Congregate Meals (H) Home Delivered \* New Sites  
 Source: Oregon Access Data, July 1, 2011-June 30, 2012

Home Delivered Nutrition Services provides nutrition services to older persons, who are homebound by reason of illness, incapacitating disability, or are otherwise isolated. Services are intended to maintain and improve the health status of these individuals, support their independence, prevent premature institutionalization, and allow earlier discharge from hospitals, nursing homes or other residential care facilities.

Home delivered meals are provided to seniors in Wasco, Hood River and Sherman County. Because of our rural setting many of our meal sites do not operate five days per week a waiver to the requirement to provide five days a week will be requested.

Region 9 AAA staff conducts site visits to meal sites to ensure compliance with program standards. We also conduct annual training and provide technical assistance to meal site staff. A Registered Dietician reviews menus to determine if meals meet program and Recommended Dietary Allowance requirements.

### **Oregon Project Independence**

OPI provides limited in-home assistance which can include bathing, grooming, dressing, mobility and light housekeeping to individuals over the age of 60, or under the age of 60 if they have a diagnosis of an Alzheimer's type dementia.

The primary goal of OPI is to keep clients safe and independent in their homes for as long as possible. Eligibility requirements involve an in-home assessment to determine Activities of Daily Living (ADL) competencies and a financial analysis to establish the fee for service if a fee is affordable. Fees are assessed on a sliding scale basis according to income.

## Region 9 AAA AARP Money Management Program

The Region 9 AARP Money Management Program assists low-income elderly persons who have difficulty with their financial affairs. This program matches trained volunteers with seniors who need help budgeting and managing their finances. The volunteers prepare bills for payment, assist with check writing, and balancing checkbooks. This dedicated core of volunteers provides a valuable service to seniors in need of financial assistance as well as providing much needed companionship. The volunteers report their visits to the program director each month.

## SHIBA (Senior Health Insurance Benefits Assistance)

With the help of one part-time employee and several volunteers, SHIBA provides one-on-one assistance with Medicare and other insurance concerns including Medicare Part D Prescription Drug program. These services have been provided in our offices, at meal sites and other locations as appropriate. Services are most in demand during the open enrollment months of October and November.

## Volunteer Opportunities

As previously stated, the volunteer efforts in Region 9 AAA are of immense value. Our programs could not function as successfully without them. Our goal is to continue to engage and recruit volunteers looking to make a positive difference in their communities and the lives of older adults. Volunteers not only help fill the funding gap but their natural passion for their work enhances our programs and our seniors' lives. Examples of volunteer opportunities have included Living Well with Chronic Conditions, Tai Chi, Strong Women, and Friendly Visitor.

## B-4 Community Services not provided by the AAA

The Columbia Gorge Family Resources group has established an online directory of key organizations serving the region. The website serves both English and Spanish speaking residents and is broken into several sections including Emergency numbers, Family Services, Education and Employment, Health, Food and Housing, Aging and People with Disabilities and Other Services. The Directory also includes resources in two Washington counties. The Region 9 AAA is listed in the directory that can be found at: <http://www.columbiagorgefamilyresources.com>.

Most key areas are covered by one or more service provider in the region. The gaps, when occurring, are more visible in the Frontier communities than in the larger cities of the region. One key area that has been identified as a significant service gap is in skilled counseling. Although there are strong resources through many agencies there is a shortage of skilled assistance for older residents that cannot afford private sector or in some cases the sliding scale charges of non-profits. Counseling dealing with a variety of aging issues is critical to the independence of our senior populations. Key issues of need include depression and conflict management for seniors.

Region 9AAA recognizes that partnerships in our region are crucial to leveraging resources and bridging service delivery gaps. On September 20, 2012 Region 9 AAA and the Oregon Division of Aging and People with Disabilities (APD) signed a Memorandum of Understanding (MOU) formalizing a new partnership. The executed MOU is included in Appendix G. **This agreement includes joint collaboration on referrals for Information & Assistance. We refer individuals to the local APD for**

**assessment, case management and other services that clients may be eligible to receive from Medicaid.**

The following services/systems are provided in the Region 9 AAA but are not administered by this agency. These services are important to older people in our region and we educate the senior population on the availability of these services.

### **Transportation**

The transportation system of each county is provided independently. The regional public transportation systems are currently looking at software to link rides through the region. MCCOG administers the Wasco county system which provides a significant number of senior rides. Under contract with The Office of Medical Assistance Program (OMAP), MCCOG schedules all non-emergent Medicaid transportation services for seven counties as the regions OMAP brokerage.

Area seniors needing assistance with transportation are referred as needed to the appropriate service provider. Information about transportation is provided at the meal sites, senior centers, newsletters and community events.

### **Mental Health**

Caregivers and low income seniors in our region could benefit from increased access to affordable counseling services. Region 9 AAA will continue to work with our partners to cooperatively address this issue.

### **Case Management**

Case management is performed for Oregon Project Independence, Friendly Visitor program or any other in home service administered by

Region 9 AAA. Otherwise, case management needs are handled by private organizations or as in the case of state services such as Medicaid, under that program.

### **Senior Centers**

There are three senior centers located in our region: one in Hood River County, one in Sherman County and one in Wasco County. These centers also serve as congregate meal sites. Survey results collected during the development of this plan showed a high satisfaction with Senior Centers in Region 9.

### **Alzheimer's Disease/Dementia Support Programs**

Support programs are available through Mid Columbia Medical Center and Providence Hood River Memorial Hospital.

## **Section C - Issue Areas, Goals And Objectives**

## C-1 Family Caregivers

### Profile

The National Family Caregiver Support Program provides help for those caring for seniors, as opposed to direct services for the seniors themselves. Programs include classes such as Powerful Tools for Caregivers.

The program will address five of the seven core services. Those services are Respite Care, Information Services, One-to-One Family Caregiver Services, Counseling, and Training.

### Problem/Need Statement

The Service Delivery model for this program has recently been redesigned due to budget constraints. Until two years ago portions of this program were subcontracted to Mid-Columbia Community Action Program (CAP). The program has primarily focused on the needs of seniors living in Wasco County and it is our desire to expand services to all five counties.

The **prior** staffing level was at one day per week. This level of staffing was insufficient to provide a comprehensive array of services in our large geographic area. **To address the regional needs for service we have hired a full time Care Coordinator to provide OPI, I&A, National Family Caregiver Support Services and other services as needed. Of these seven core services Region 9 AA will focus on Respite, Information Services, Access to Services and Grandparent Respite. In 2013 Region 9 AAA will investigate a greater role in Grandparent Respite.**

Another challenge facing our rural and frontier communities is the lack of skilled care providers. To try and meet this need we started a “train the trainer” program in July 2011 to teach the principles of Powerful Tools for Caregivers with the expectation they will train others in their communities thus increasing the availability of skilled care providers.

During the Town Hall meetings we learned caregivers are often not aware of available services and resources and participants expressed a need for greater outreach efforts. At this time, staff is collaborating with partners from Gilliam, Sherman and Wheeler counties to develop an effective outreach strategy and supporting materials to reach caregivers in these locations. On-going outreach efforts continue with local service providers, faith based communities, and community organizations and clubs with an emphasis on reaching our target populations.

It is our observation that caregivers in our region could benefit from increased access to counseling services and we encourage the State to assist us in finding additional resources and creating solutions to overcoming this need

Table 10 Family Caregivers

| Issue Area: Family Caregivers   |   |                        |  |            |                          |
|---|---|------------------------|--|------------|--------------------------|
| Goal 1 : Enhance education and training for family caregivers                   |   |                        |  |            |                          |
| Measurable Objectives   | Key Tasks   | Lead Position & Entity | Timeframe for 2013-2016<br>(By Month & Year) |            | Accomplishment or Update |
|   |   |                        | Start Date                                   | End Date   |                          |
| 1. Establish Family Caregivers Program in Gilliam, Sherman and Wheeler counties | a. Work with AARP to recruit volunteers   | Care Coordinator       | 1/1/2013                                     | on-going   |                          |
|   | b. Conduct outreach, public awareness and culturally relevant information               | Care Coordinator       | 1/1/2013                                     | 12/31/2013 |                          |
|   | c. Provide a minimum of twelve Caregiver education events per year                      | Care Coordinator       | 1/1/2013                                     | on-going   |                          |
|   | d. Conduct a minimum of one Powerful Tools for Caregivers Class per year in each county | Care Coordinator       | 1/1/2013                                     | 12/31/2013 |                          |

Table 10 Family Caregivers (continued)

| <b>Goal 2: Continue to develop relationships with community partners serving limited English-speaking, ethnic individuals including Native Americans and those at risk and remotely isolated.</b> |  |                                   |  |                 |                                 |
|---|--|-----------------------------------|--|-----------------|---------------------------------|
| <b>Measurable Objectives</b>  | <b>Key Tasks</b>   | <b>Lead Position &amp; Entity</b> | <b>Timeframe for 2013-2016 (By Month &amp; Year)</b> |                 | <b>Accomplishment or Update</b> |
|   |  |                                   | <b>Start Date</b>                                    | <b>End Date</b> |                                 |
| 1. Conduct outreach, public awareness and culturally relevant services to target groups*  | a. Contact community partners once a quarter and replenish outreach materials as needed.   | Care Coordinator                  | 1/1/2013   | on-going        |                                 |
|   | b. Offer a presentation annually to each community partner and the individuals they serve.   | Care Coordinator                  | 1/1/2013   | on-going        |                                 |
|   | c. Submit information about events and programs for inclusion in community partners' communication tools to include community calendars, websites and newsletters. | Care Coordinator                  | 1/1/2013   | on-going        |                                 |
|   | d. Develop outreach and education materials in Spanish as funding allows.  | Care Coordinator                  | 1/1/2013   | on-going        |                                 |
|   | e. Identify neighborhood associations serving low income families.   | Care Coordinator                  | 1/1/2013   | on-going        |                                 |
|   | f. Identify faith communities serving low income families.   | Care Coordinator                  | 1/1/2013   | on-going        |                                 |
|   | g. Establish relationship with Celilo Tribe in Wasco County  | Care Coordinator                  | 1/1/2013   | on-going        |                                 |

\*Includes target groups identified through the reauthorization of the OAA: Limited English-speaking and ethnic caregivers, including Native Americans, caregivers of: persons with Alzheimer's disease and other dementias, persons at risk of institutionalization, non-traditional family caregivers, grandparents and relatives raising children, and older individuals caring for people of all ages with severe disabilities as well as unpaid family caregivers.

## C-2 Information and Assistance Services and Aging & Disability Resource Connections (ADRCs)

### Profile

Region 9 AAA serves as the source of information for aging services for our communities and provides Information and Referral Services (I & R) through the promotion of programs and services via radio shows, public presentations and community presence.

### Problem/Need Statement

As it pertains to the Aging and Disability Resource Connections concept, the Older American Act amendment of 2006 directs AAAs to design a more coordinated means of providing information about private and public long-term care options for people of all ages. Region 9 AAA has not received ADRC funding and is interested in collaborating with other AAAs to meet the intent of the ADRC concept within our region.

The ADRC Readiness Tool will be useful in assisting us in determining our capacity to be an ADRC while we explore creative solutions to provide services in Eastern Oregon. **We will be meeting with the following community partners to develop a framework for a plan to implement an ADRC; Dan Schwanz, Transportation Director, Lowell Linder, DD, Al Barton, MH, Carol Mauser, APD. Region 9 AAA will initiate a study in conjunction with these and other identified regional partners to determine what resources we can bring to the table for discussion with the other entities to establish and fund a Central Oregon Corridor ADRC. Our plan is to establish a partnership with Central Oregon**

## **Council on Aging and Klamath Basin Senior Citizens' Council to provide the ADRC Services.**

A potential partnership with Central Oregon Council on Aging (COCOA), whereby COCOA would provide the ADRC services has been identified. Region 9 AAA will initiate a study in conjunction with others to determine how many people in our area would use the service and to help build a plan of action. We believe we should explore a fee for service business model. In July 2012, this issue was discussed by our SAC; interest in the concept and further consideration was expressed.

Additional analysis may include:

- Initial investment for information and technology equipment and physical plant development;
- Cost for phones, programs, training, testing, building modifications;
- Staffing, including bi-lingual individuals;
- Cost factors to provide I & A in rural communities.
- Revenue from State and / or stakeholders

Results of the cost and feasibility analysis will be used to determine if this partnership is achievable given current funding for I & R services.

We will actively promote and use the ADRC statewide information system in our efforts to support the senior community. We will also work to provide current and accurate regional data to the statewide resource directory.

Table 11 Information and Assistance Services and Aging & Disability Resource Connections

| <b>Issue Area: Information and Assistance Services and Aging &amp; Disability Resource Connections</b>   |   |                                   |  |                 |                                 |
|--|---|-----------------------------------|--|-----------------|---------------------------------|
| <b>Goal 1 : Region 9 is provided comprehensive quality I &amp; A services</b>                            |   |                                   |  |                 |                                 |
| <b>Measurable Objectives</b>   | <b>Key Tasks</b>  | <b>Lead Position &amp; Entity</b> | <b>Timeframe for 2013-2016 (By Month &amp; Year)</b> |                 | <b>Accomplishment or Update</b> |
|  |   |                                   | <b>Start Date</b>                                    | <b>End Date</b> |                                 |
| 1. Conduct an assessment of current I & A services<br><br>2. Explore options for providing ADRC services | a. Review ADRC Readiness Assessment Tool  | Region 9 AAA Director             | 1/1/2013   | 2/1/2013        |                                 |
|  | b. Complete assessment with partners  | Region 9 AAA Director             | 1/1/2013   | 6/1/2013        |                                 |
|  | c. Summarize assessment results   | Region 9 AAA Director             | 1/1/2013   | 6/30/2013       |                                 |
|  | d. Assess Region 9's readiness to be an ADRC  | Region 9 AAA Director             | 1/1/2013   | 8/1/2013        |                                 |
|  | e. Analyze options for ADRC in Eastern Oregon   | Region 9 AAA Director             | 6/1/2013   | 9/30/2013       |                                 |
|  | f. Present findings and recommendations to SAC  | Region 9 AAA Director             | 6/1/2013   | 9/30/2013       |                                 |
|  | g. Conduct staff and stakeholder focus groups to develop service delivery model and business plan | Region 9 AAA Director             | 9/1/2013   | 12/31/2013      |                                 |

## C-3 Elder Rights and Legal Assistance

### **Profile**

Region 9 AAA contracts with Oregon Legal Aid Services to provide free legal advice, representation, referral and education to older adults, with emphasis on assisting low-income seniors. Home visits are arranged for clients who are homebound or confined to a hospital or nursing home. A referral panel consisting of pro bono and reduced-fee attorneys is also utilized. We will continue to assist Oregon Legal Aid to arrange and deliver public presentations within the region.

Due to the increasing threats to seniors from financial predators we will program additional outreach efforts working with Money Management and Oregon Legal Aid including sharing real time alerts electronically to seniors and senior support agencies.

### **Problem/Need Statement**

The Aging People with Disabilities Act (APD) has the primary responsibility to educate the public and enforce elder abuse allegations in our region. Our desire is to partner with SUA over the next four years to assist in educating seniors and the community about elder abuse, legal rights and obtaining legal assistance.

Table 12 Elder Rights and Legal Services

| <b>Issue Area: Elder Rights and Legal Assistance</b>   |  |                                   |  |                 |                                 |
|--|--|-----------------------------------|--|-----------------|---------------------------------|
| <b>Goal 1: Ensure the rights of older people within Region 9 and prevent their abuse, neglect and exploitation</b> |  |                                   |  |                 |                                 |
| <b>Measurable Objectives</b>   | <b>Key Tasks</b>   | <b>Lead Position &amp; Entity</b> | <b>Timeframe for 2013-2016 (By Month &amp; Year)</b> |                 | <b>Accomplishment or Update</b> |
|  |  |                                   | <b>Start Date</b>                                    | <b>End Date</b> |                                 |
| 1. Increase usage of Legal Aid Services  | h. Host one legal aid presentation at each meal site per year  | Region 9 AAA Director             | 1/1/2013   | on-going        |                                 |
| <b>Goal 2: Increase awareness of elder abuse and financial exploitation</b>  |  |                                   |  |                 |                                 |
| <b>Measurable Objectives</b>   | <b>Key Tasks</b>   | <b>Lead Position &amp; Entity</b> | <b>Timeframe for 2013-2016 (By Month &amp; Year)</b> |                 | <b>Accomplishment or Update</b> |
|  |  |                                   | <b>Start Date</b>                                    | <b>End Date</b> |                                 |
| 1. Increase public awareness of senior abuse and financial exploitation  | a. Conduct outreach and education through website, newsletter articles, PSAs, radio shows and community events | Region 9 AAA Director             | 1/1/2013   | on-going        |                                 |
|  | b. Explore social media opportunities and possible acceptance by seniors of this media                         | Region 9 AAA Director             | 1/1/2013   | on-going        |                                 |

## C-4 Health Promotion

### **Profile**

The Region 9 AAA offers an array of health and wellness programs to help the region's older population remain healthy and independent. Numerous community partners collaborate with us in the development and implementation of these programs.

Region 9 AAA and the community of Cascade Locks initiated a Healthy Aging Coalition to create a comprehensive approach to health and wellness. Participants include staff from: Region 9 AAA, City of Cascade Locks, Mt Hood Senior Center, Mid-Columbia Cascade Housing, and Mt Hood Wellness Program. This group participated in the promotion of a newly constructed federally subsidized housing complex within the City of Cascade Locks and assisted in placing low income seniors who previously had been relying upon financial community support into stable housing.

### **Problem/Need Statement**

Within our region there are many physical activity and health related programs offered by senior centers, local parks and recreation programs, the community college and private organizations. Barriers to the use of these resources include low incomes, the lack of transportation, cultural issues or chronic conditions. We will continue developing collaborative ways to increase accessibility to the existing programs.

Resources to add or expand additional health related programs in our region are minimal, so it is crucial that we maximize the use of volunteers and community leaders.

A diabetic component will be added to the Living Well curriculum during this next plan period along with any other areas of concern common to our target populations.

Table 13 Health Promotions

| <b>Issue Area: Health Promotion</b>  |   |                                   |  |                 |                                 |
|--|---|-----------------------------------|--|-----------------|---------------------------------|
| <b>Goal 1: Expand the options for physical activity in rural areas for older adults</b>                              |   |                                   |  |                 |                                 |
| <b>Measurable Objectives</b>   | <b>Key Tasks</b>  | <b>Lead Position &amp; Entity</b> | <b>Timeframe for 2013-2016 (By Month &amp; Year)</b> |                 | <b>Accomplishment or Update</b> |
|  |   |                                   | <b>Start Date</b>                                    | <b>End Date</b> |                                 |
| 1. Conduct feasibility study for expanding physical fitness activities such as Living Well, Strong Women and Tai Chi | a. Establish task force of SAC on Health Promotion  | Region 9 Director and SAC         | 1/1/2013   | 4/1/2013        |                                 |
|  | b. Task force report on feasibility and options   | Region 9 Director and SAC         | 1/1/2013   | 6/14/2013       |                                 |
|  | c. Recommendations presented to SAC   | Region 9 Director and SAC         | 1/1/2013   | 10/1/2013       |                                 |
| <b>Goal 2: Expand linkages of older adults to mental health , substance abuse and public health programs</b>         |   |                                   |  |                 |                                 |
| <b>Measurable Objectives</b>   | <b>Key Tasks</b>  | <b>Lead Position &amp; Entity</b> | <b>Timeframe for 2013-2016 (By Month &amp; Year)</b> |                 | <b>Accomplishment or Update</b> |
|  |   |                                   | <b>Start Date</b>                                    | <b>End Date</b> |                                 |
| 1. Establish partnerships between social services, senior centers and mental health service providers                | a. Establish committee of partners providing social, health or supportive services and develop options for partnering | Region 9 Director and SAC         | 1/1/2013   | on-going        |                                 |

## C-5 Older Native Americans

***\* This area will require further development. We will be updating this section with specific action steps by April 2013.***

### **Profile**

We have a small, but long-standing, Native American population in Region 9 AAA. Interactions with the Native American community have been limited. We have recently made inroads to dramatically increase interaction and cooperative discussions.

### **Problem/Need Statement**

Cultural differences have created challenges with working with this population. Generally they have their own social networks in place and the challenge is to find cooperative opportunities to increase services to elder Native Americans.

Table 14 Older Native Americans

| <b>Issue Area: Older Native Americans</b>   |  |                                   |  |                 |                                 |
|---|--|-----------------------------------|--|-----------------|---------------------------------|
| <b>Goal 1: Increase coordination with Native Americans in Region 9</b>                            |  |                                   |  |                 |                                 |
| <b>Measurable Objectives</b>  | <b>Key Tasks</b>   | <b>Lead Position &amp; Entity</b> | <b>Timeframe for 2013-2016 (By Month &amp; Year)</b> |                 | <b>Accomplishment or Update</b> |
|   |  |                                   | <b>Start Date</b>                                    | <b>End Date</b> |                                 |
| 1. Establish relationships with Region 9 Native Americans   | a. Develop ongoing relationship with Yakima, Celilo and Warm Springs members | Care Coordinator                  | 1/1/2013   | on-going        |                                 |
|   | b. Review past coordination  | Care Coordinator                  | 1/1/2013   | on-going        |                                 |
|   | c. Coordinate with SW Washington Area Agency on Aging                        | Care Coordinator                  | 1/1/2013   | on-going        |                                 |
| <b>Goal 2: Understand needs of Older Native Americans in Region 9 and create an outreach plan</b> |  |                                   |  |                 |                                 |
| <b>Measurable Objectives</b>  | <b>Key Tasks</b>   | <b>Lead Position &amp; Entity</b> | <b>Timeframe for 2013-2016 (By Month &amp; Year)</b> |                 | <b>Accomplishment or Update</b> |
|   |  |                                   | <b>Start Date</b>                                    | <b>End Date</b> |                                 |
| 2. Create SAC position representing Native Americans  | a. Recruit member to fill position   | Region 9 AAA Director             | 1/1/2013   | on-going        |                                 |
|   | b. Create outreach plan  | Region 9 AAA Director             | 1/1/2013   | 12/31/2013      |                                 |

## C-6 Nutrition Services

### Profile

Currently our Region 9AAA contracts with 13 meal sites for Congregate and Home delivered meals as described in detail in Section B-3

### Problem/Need Statement

Region 9 AAA identified inequities in the distribution of nutrition funding. Recognizing the large and sparsely populated geographic areas and the desire to provide meal sites within a reasonable distance to serve seniors we needed additional sites.

Based on population data and community interest it was determined meal sites were needed in the cities of Fossil and Hood River. In 2011 the SAC and Region 9 AAA staff held several discussions on how best to increase the availability of nutrition services to seniors within the region. A fair and stable method of the division of nutrition funding was needed. The result was that two new meal sites were established.

The program addresses six out of six important implementation considerations outlined in the nutritional services program areas. During this new plan period we will be working with our vendors to ensure they meet Oregon Nutrition Standards.

**We are continuing to provide quarterly nutrition to educate consumers, volunteers and meal site coordinators with training materials. We will track participants and report progress.**

Table 15 Nutrition Awareness

| <b>Goal 1: Meet State and Federal Nutrition Standards through educating seniors and service providers</b> |  |                                   |  |                 |                                 |
|---|--|-----------------------------------|--|-----------------|---------------------------------|
| <b>Measurable Objectives</b>  | <b>Key Tasks</b>   | <b>Lead Position &amp; Entity</b> | <b>Timeframe for 2013-2016 (By Month &amp; Year)</b> |                 | <b>Accomplishment or Update</b> |
|   |  |                                   | <b>Start Date</b>                                    | <b>End Date</b> |                                 |
| 1. Increase awareness of nutrition among seniors and target population                                    | 1. Provides support materials for meal sites to conduct quarterly presentations      | Program Assistant                 | 1/1/2013   | on-going        |                                 |
|   | 2. Work to secure additional food donations  | Program Assistant and SAC         | 1/1/2013   | on-going        |                                 |
|   | 3. Provide guidance and support to meal sites on meeting federal nutrition standards | Program Assistant                 | 1/1/2013   | on-going        |                                 |
|   | 4. Incorporate nutrition information into other programmatic and outreach efforts    | Program Assistant                 | 1/1/2013   | on-going        |                                 |

## C-7 Service Delivery Constraints

### **Profile**

It is essential to provide new, innovative social and prevention activities for our more active older adults while continuing to provide support for those less active, or who lack basic needs, such as food, adequate housing, and transportation.

### **Problem/Need Statement**

Region 9 AAA along with our local partners is experiencing increased demands for services at a time when resources are declining. It is our hope that resources other than those identified through the Older Americans Act (OAA) and OPI can be created to sustain services in our counties.

As the senior population increases in the region, there will be a need for additional senior centers. Currently there are no plans to develop additional, multipurpose senior centers. It is incumbent upon Region 9 AAA to working with the existing Senior Centers and other partners to educate the public and seek collaborative partnerships to create new centers in underserved portions of the region.

These factors will affect how Region 9 AAA coordinates service delivery, manages resources and identifies possible solutions to barriers during the next four years and beyond.

Table 16 Service Delivery Constraints

| <b>Issue Area: Service Delivery Constraints</b>  |   |                                      |  |                 |                                 |
|--|---|--------------------------------------|--|-----------------|---------------------------------|
| <b>Goal : Increase capacity through partner collaboration and development of non-traditional funding sources</b> |   |                                      |  |                 |                                 |
| <b>Measurable Objectives</b>   | <b>Key Tasks</b>  | <b>Lead Position &amp; Entity</b>    | <b>Timeframe for 2013-2016 (By Month &amp; Year)</b> |                 | <b>Accomplishment or Update</b> |
|  |   |                                      | <b>Start Date</b>                                    | <b>End Date</b> |                                 |
| 1. Actively meet with partners throughout the region to explore non-traditional funding opportunities            | a. Identify non-traditional partners to engage in senior services | SAC and Region 9 AAA staff           | 6/1/13   | ongoing         |                                 |
|  | b. Meet quarterly with partners to explore emerging opportunities | SAC and Region 9 AAA staff           | 6/1/13   | ongoing         |                                 |
|  | c. Apply for 10 grants throughout the upcoming year               | SAC and Region 9 AAA and MCCOG staff | 6/1/13   | ongoing         |                                 |

## **Section D- Area Plan Budget**



|                         | FTE Worked  | (excludes OPE)    | Annual OPE       | Total Salary + OPE | Regular Allocation | Local Match | by Local Funds | OAA Funds         | OPI Funds        | Other Funds |
|-------------------------|-------------|-------------------|------------------|--------------------|--------------------|-------------|----------------|-------------------|------------------|-------------|
|                         | (4)         | (5)               | (6)              | (7)                | (8)                | (9)         | (10)           | (11)              | (12)             | (13)        |
| <b>SECTION: A</b>       |             |                   |                  |                    |                    |             |                |                   |                  |             |
| Director                | 0.01        | 700.00            | 190.00           | <b>890.00</b>      | 0.00               | 0.00        | 0.00           | 790.00            | 100.00           | 0.00        |
| Assistant               | 0.79        | 27,054.00         | 10,010.00        | <b>37,064.00</b>   | 0.00               | 0.00        | 0.00           | 23,653.00         | 13,411.00        | 0.00        |
|                         |             |                   |                  |                    |                    |             |                |                   |                  |             |
| <b>TOTAL: SECTION A</b> | <b>0.80</b> | <b>27,754.00</b>  | <b>10,200.00</b> | <b>37,954.00</b>   | <b>0.00</b>        | <b>0.00</b> | <b>0.00</b>    | <b>24,443.00</b>  | <b>13,511.00</b> | <b>0.00</b> |
| <b>SECTION: B</b>       |             |                   |                  |                    |                    |             |                |                   |                  |             |
| Director                | 0.99        | 62,385.00         | 16,966.00        | <b>79,351.00</b>   | 0.00               | 0.00        | 0.00           | 42,283.00         | 37,068.00        | 0.00        |
| Assistant               | 0.21        | 7,169.00          | 2,748.00         | <b>9,917.00</b>    | 0.00               | 0.00        | 0.00           | 8,544.00          | 1,373.00         | 0.00        |
| Director                | 0.57        | 7,893.00          | 693.00           | <b>8,586.00</b>    | 0.00               | 0.00        | 0.00           | 8,586.00          | 0.00             | 0.00        |
| Director                | 0.05        | 1,958.00          | 172.00           | <b>2,130.00</b>    | 0.00               | 0.00        | 0.00           | 2,130.00          | 0.00             | 0.00        |
| Director                | 0.05        | 2,062.00          | 693.00           | <b>2,755.00</b>    | 0.00               | 0.00        | 0.00           | 2,755.00          | 0.00             | 0.00        |
| Director                | 0.75        | 25,116.00         | 9,511.00         | <b>34,627.00</b>   | 0.00               | 0.00        | 0.00           | 20,776.00         | 13,851.00        | 0.00        |
| Director                | 0.07        | 7,053.00          | 1,600.00         | <b>8,653.00</b>    | 0.00               | 0.00        | 0.00           | 8,653.00          | 0.00             | 0.00        |
| Assistant               | 0.07        | 2,937.00          | 974.00           | <b>3,911.00</b>    | 0.00               | 0.00        | 0.00           | 3,911.00          | 0.00             | 0.00        |
|                         |             |                   |                  |                    |                    |             |                |                   |                  |             |
|                         | <b>2.76</b> | <b>116,573.00</b> | <b>33,357.00</b> | <b>149,930.00</b>  | <b>0.00</b>        | <b>0.00</b> | <b>0.00</b>    | <b>97,638.00</b>  | <b>52,292.00</b> | <b>0.00</b> |
| <b>TOTALS</b>           | <b>3.56</b> | <b>144,327.00</b> | <b>43,557.00</b> | <b>187,884.00</b>  | <b>0.00</b>        | <b>0.00</b> | <b>0.00</b>    | <b>122,081.00</b> | <b>65,803.00</b> | <b>0.00</b> |

|  |                   |
|--|-------------------|
| <b>Notes on Aging Area Plan Budget</b>   | <b>Cash Match</b> |
| Columbia Council of Governments          | (1)               |
| PERIOD: 07/01/2012 - 06/30/2013 - Year 1 | (2)               |

**LOCAL MATCH FOR FY: 07/01/2012 - 06/30/2013 - Year 1**

|  | (3)               | (4)                 | (5)                  | (4)                    | (5)                  | (4)                | (5)              | (6) |
|--|-------------------|---------------------|----------------------|------------------------|----------------------|--------------------|------------------|-----|
| <b>ADMINISTRATIVE &amp; INKIND MATCH</b> |                   |                     |                      |                        |                      |                    |                  |     |
| SOURCE                                   | Admin. Cash Match | Admin. Inkind Match | III B & C Cash Match | III B & C Inkind Match | OAA III E Cash Match | III E Inkind Match | TOTAL Cash Match |     |
| per participant time & mileage           |                   | \$16,000.00         |                      |                        |                      |                    | \$0.00           |     |
| st. Wage/Fringe                          |                   | \$19,000.00         |                      |                        |                      |                    | \$0.00           |     |
| on                                       |                   |                     |                      | \$600.00               |                      |                    | \$0.00           |     |
| nteers                                   |                   |                     |                      | \$488,000.00           |                      | \$12,000.00        | \$0.00           |     |
| nteer                                    |                   |                     |                      | \$300.00               |                      |                    | \$0.00           |     |
| nteers                                   |                   |                     |                      |                        |                      | \$2,000.00         | \$0.00           |     |
| or volunteers                            |                   |                     |                      | \$15,000.00            |                      |                    | \$0.00           |     |
| . volunteers                             |                   |                     |                      | \$4,200.00             |                      |                    | \$0.00           |     |
|  |                   |                     |                      |                        |                      |                    | \$0.00           |     |
|  |                   |                     |                      |                        |                      |                    | \$0.00           |     |
|  |                   |                     |                      |                        |                      |                    | \$0.00           |     |
|  |                   |                     |                      |                        |                      |                    | \$0.00           |     |
|  |                   |                     |                      |                        |                      |                    | \$0.00           |     |
| <b>Column Totals:</b>                    | <b>0</b>          | <b>35,000</b>       | <b>0</b>             | <b>508,100</b>         | <b>0</b>             | <b>14,000</b>      | <b>0</b>         |     |

**LOCAL MATCH**

# **Section E -Services and Method of Service Delivery**

## E-1 Services delivered by this AAA

### List of Contractors – Non Focal Points

1. Legal Aid Services of Oregon - Legal advice and representation, education, training, outreach, information and referral
2. Mid-Columbia Senior Center – Strong Woman Exercise
3. Hood River Valley Adult Senior Center – Tai Chi Exercise
4. Upper Valley Community Advocates, Mt. Hood Town Hall – Tai Chi Exercise
5. City Of Cascade Locks – Senior Community Service Initiative
6. Sherman County – Respite Services
7. Gilliam County – Respite Services
8. Central Oregon Council on Aging – OPI Case Management Services

# Service Matrix

Attachment C

## SERVICE MATRIX and DELIVERY METHOD

**Instruction:** Indicate all services provided, method of service delivery and funding source. (The list below is sorted numerically by service matrix number.)

|   |
|---|
| <input type="checkbox"/> <b>#1 Personal Care</b> (by agency)<br>Funding Source: <input type="checkbox"/> OAA <input type="checkbox"/> OPI <input type="checkbox"/> Other Cash Funds<br><input type="checkbox"/> Contracted <input type="checkbox"/> Self-provided<br>Contractor name and address (List all if multiple contractors):<br>Note if contractor is a "for profit agency" |
| <input checked="" type="checkbox"/> <b>#1a Personal Care</b> (by HCW) Funding Source: <input type="checkbox"/> OAA <input checked="" type="checkbox"/> OPI <input type="checkbox"/> Other Cash Funds  |
| <input type="checkbox"/> <b>#2 Homemaker</b> (by agency)<br>Funding Source: <input type="checkbox"/> OAA <input type="checkbox"/> OPI <input type="checkbox"/> Other Cash Funds<br><input type="checkbox"/> Contracted <input type="checkbox"/> Self-provided<br>Contractor name and address (List all if multiple contractors):<br>Note if contractor is a "for profit agency"     |
| <input checked="" type="checkbox"/> <b>#2a Homemaker</b> (by HCW) Funding Source: <input type="checkbox"/> OAA <input checked="" type="checkbox"/> OPI <input type="checkbox"/> Other Cash Funds  |
| <input type="checkbox"/> <b>#3 Chore</b> (by agency)<br>Funding Source: <input type="checkbox"/> OAA <input type="checkbox"/> OPI <input type="checkbox"/> Other Cash Funds<br><input type="checkbox"/> Contracted <input type="checkbox"/> Self-provided<br>Contractor name and address (List all if multiple contractors):<br>Note if contractor is a "for profit agency"         |
| <input checked="" type="checkbox"/> <b>#3a Chore</b> (by HCW) Funding Source: <input type="checkbox"/> OAA <input checked="" type="checkbox"/> OPI <input type="checkbox"/> Other Cash Funds  |

**#4 Home-Delivered Meal**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

|                            |                         |                |
|----------------------------|-------------------------|----------------|
| The Dalles Meals on Wheels | Hood River Adult Center | Sherman County |
| PO Box 689                 | 2010 Sterling Place     | PO Box 352     |
| The Dalles, OR 97058       | Hood River, OR 97031    | Moro, OR 97039 |

Moms Meals DBA Purfoods  
718 Shurfinie Drive  
Ankeny, IA 50021

We are requesting a waiver from the requirement to provide meals 5 days a week due to our rural and frontier status.

Note if contractor is a "for profit agency"

**#5 Adult Day Care/Adult Day Health**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#6 Case Management**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Central Oregon Council on Aging (COCOA )  
373 Northeast Greenwood Ave  
Bend, OR 97701

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#7 Congregate Meal**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):  
See attached list for a full listing of meal sites.

We are requesting a waiver from the requirement to provide meals 5 days a week due to our rural and frontier status.

Note if contractor is a "for profit agency"

**#8 Nutrition Counseling**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#9 Assisted Transportation**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#10 Transportation**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#11 Legal Assistance**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Legal Aid Services of Oregon  
921 Southwest Washington Street Suite 570  
Portland, Oregon 97205-2831

Note if contractor is a "for profit agency"

**#12 Nutrition Education**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#13 Information & Assistance**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#14 Outreach**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#15/15a Information for Caregivers**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Sherman County - Senior Center  
300 Dewey Street  
Moro, Oregon 97039

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#16/16a Caregiver Access Assistance**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Sherman County - Senior Center  
300 Dewey Street  
Moro, Oregon 97039

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#20-2 Advocacy**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#20-3 Program Coordination & Development**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#30-1 Home Repair/Modification**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#30-4 Respite Care (IIB/OPI)**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#30-5/30-5a Caregiver Respite**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Sherman County - Senior Center  
300 Dewey Street  
Moro, Oregon 97039

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#30-6/30-6a Caregiver Support Groups**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#30-7/30-7a Caregiver Supplemental Services**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#40-2 Physical Activity and Falls Prevention**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

|                                  |                          |
|----------------------------------|--------------------------|
| Upper Valley Community Advocates | The Dalles Senior Center |
| PO Box 247                       | 1112 West 9th            |
| Mount Hood, OR 97041             | The Dalles, OR 97058     |

Hood River Adult Center  
2010 Sterling Place  
Hood River, OR 97031

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#40-3 Preventive Screening, Counseling and Referral**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#40-4 Mental Health Screening and Referral**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#40-5 Health & Medical Equipment**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#40-8 Registered Nurse Services**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Judy Merrill, RN  
400 W. 11th Street  
The Dalles, OR 97058

Note if contractor is a "for profit agency"

**#40-9 Medication Management**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#50-1 Guardianship/Conservatorship**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#50-3 Elder Abuse Awareness and Prevention**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Legal Aid Services of Oregon  
921 Southwest Washington Street Suite 570  
Portland, Oregon 97205-2831

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status.

Note if contractor is a "for profit agency"

**#50-4 Crime Prevention/Home Safety**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#50-5 Long Term Care Ombudsman**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Agreement with the State to provide assistance through the Oregon State Ombudsman

Note if contractor is a "for profit agency"

**#60-1 Recreation**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Senior Community Service Initiative  
Paul Koch  
PO Box 308  
Cascade Locks, OR 97014

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#60-3 Reassurance**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#60-4 Volunteer Recruitment**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#60-5 Interpreting/Translation**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Contractor to be decided at a later time by ADRC

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#70-2 Options Counseling**

Funding Source:  OAA  OPI  Other Cash Funds

Contracted  Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#70-2a/70-2b Caregiver Counseling**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#70-5 Newsletter**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#70-8 Fee-based Case Management**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#70-9/70-9a Caregiver Training**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Sherman County

PO Box 365

Moro, OR 97039

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#70-10 Public Outreach/Education**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#71 Chronic Disease Prevention, Management/Education**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#72 Cash and Counseling**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#73/73a Caregiver Cash and Counseling**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

**#80-1 Senior Center Assistance**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#80-4 Financial Assistance**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#80-5 Money Management**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

**#90-1 Volunteer Services**

Funding Source: OAA OPI Other Cash Funds

Contracted Self-provided

Contractor name and address (List all if multiple contractors):

Note: Waiver is requested to "self-provide" based on contention this is the most cost-effective service delivery method given our rural and frontier community status

Note if contractor is a "for profit agency"

Table 17 Region 9 AAA Meal Sites

|                               | Days Serve       | Coordinator      |                            | Days Serve         | Coordinator      |
|-------------------------------|------------------|------------------|----------------------------|--------------------|------------------|
|                               |                  |                  |                            |                    |                  |
| <b>Arlington</b>              | <b>Tuesday</b>   | Delene Durfey    | <b>Sherman County</b>      | <b>Monday</b>      | Jan Byram        |
| 50 Shane Drive                |                  | 541-384-2114     | Senior Center              | <b>Friday</b>      | 541-565-3191     |
| Arlington, OR 97812           |                  | Irma Wetherall   | P.O. Box 352               |                    |                  |
|                               |                  | 541-454-2010     | 300 Dewey Street           |                    |                  |
|                               |                  |                  | Moro, OR 97039             |                    |                  |
|                               |                  |                  |                            |                    |                  |
| <b>Cascade Locks</b>          | <b>Thursday</b>  | Barbara McCubbin | <b>Spray</b>               | <b>Thursday</b>    | Betty Parkhurst  |
| Port of Cascade Locks         |                  | 541-374-8406     | Spray Grange               |                    | 541-468-2621     |
| Community Center, Marine Park | Building # 3     |                  | 807 Kahler Street          |                    |                  |
| Cascade Locks, OR 97014       |                  |                  | Spray, OR 97874            |                    |                  |
|                               |                  |                  |                            |                    |                  |
| <b>Condon</b>                 | <b>Thursday</b>  | Delene Durfey    | <b>The Dalles MOW</b>      | <b>Monday</b>      | Denise Patton    |
| United Church of Christ       | Basement         | 541-384-2114     | 1112 West 9th              | <b>thru Friday</b> | 541-298-8333     |
| 110 S Church St.              |                  |                  | The Dalles, OR 97058       |                    |                  |
| Condon, OR 97823              |                  |                  |                            |                    |                  |
|                               |                  |                  |                            |                    |                  |
|                               |                  |                  | <b>Tygh Valley</b>         | <b>Thursday</b>    | Lucille Peterson |
| <b>Dufur</b>                  | <b>Wednesday</b> | Duane & Susan    | Tygh Valley Community      | Church             | 541-395-2466     |
| Dufur Methodist Church        |                  | Powell           | Old Hwy 197                |                    |                  |
| Basement 320 NE 2nd Street    |                  | 541-351-1943     | Maupin, OR 97037           |                    |                  |
| Dufur, OR 97021               |                  |                  |                            |                    |                  |
|                               |                  |                  |                            |                    |                  |
|                               |                  |                  | <b>Wasco Dining Center</b> | <b>Monday</b>      | Linda Cornie     |
| <b>Fossil Senior Mealsite</b> | <b>Wednesday</b> | Sherian Asher    | 807 Barnett Street         | <b>Evenings</b>    | 541- 442-5446    |
| 702 3rd Street                |                  | 541-763-4121     | Wasco , Oregon 97065       | <b>5:00 p.m.</b>   | 541-993-5446     |
| Fossil, Oregon 97830          |                  |                  |                            |                    |                  |
|                               |                  |                  |                            |                    |                  |
| <b>Mosier</b>                 |                  |                  | <b>Mt. Hood</b>            |                    |                  |
| Seniors of Mosier Valley      | <b>Monday</b>    | Kathy Long       | Mt. Hood Towne Hall        | <b>Thursday</b>    | Avalon Denton    |
| 500 E 2nd St.                 | <b>&amp; Wed</b> | 541-478-2910     | 6575 Hwy 35                |                    | Cell 490-8303    |
| Mosier, OR 97040              |                  |                  | Mt. Hood, OR 97041         |                    |                  |

## E-2 Administration of Oregon Project Independence

### Oregon Project Independence Procedures for handling in Region 9 AAA

- A. Describe how the agency will ensure timely response to inquiries for service.

Contact is made within 3 working days of the date the referral is received. A home visit to complete the assessment will be made as soon as possible but within 5 working days of initial contact.

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

All potential clients will first be screened for Medicaid eligibility prior to determining potential OPI benefits. If a client appears eligible, they will be referred to the local APD office. People currently receiving Medicaid services will not be deemed eligible for OPI services. Financial resources will be reviewed at each re-evaluation to determine if they may become eligible for Medicaid. Reassessments are completed annually and may be reviewed more often if the client is close to being Medicaid eligible. If appropriate, referral to other community resources will be made.

- C. Describe how eligibility will be determined

Requests for OPI services will be referred to the case manager who will conduct an in-home assessment using the States CAPS program. Information will be gathered from the applicant and family member(s), and through observation. This interview will provide information on the mental, physical and medical condition of the person to determine the person's eligibility level.

D. Describe how the services will be provided.

Our region provides personal care and homemaker OPI services with Home Care Workers (HCW) and, if appropriate, visiting health services. We also contract with The Dalles Meals on Wheels, Sherman County and Hood River Adult Center to provide home delivered meals to OPI clients. We have one case manager that offers information and assistance, outreach, as well as case management. Our outreach staff visits our region's senior meal sites on a regular basis and provides OPI education and outreach while there.

Additional Services available include: AARP Money Management Program, help in meeting ADA requirements in the home such as installing grab bars and linking clients to other community resources such as transportation, recreation, support groups etc.

E. Describe the agency policy for prioritizing OPI service delivery.

The agency policy for prioritizing OPI service delivery is to use risk assessment tools to establish priority for service, "triage" and then continue with CAPS assessment.

For individuals to be eligible for OPI services, a need level of "12" or less must be indicated from the CAPS assessment. If the need level is over 12, we go back into the original assessment and make sure all information entered is correct. If all information appears to be accurately recorded, the client is not eligible for OPI in-home services, but can be assisted with case management to locate private services.

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

A client may be denied services if 1) they would be paying the full cost of the service (they are still eligible to receive case management services) or 2) funding levels do not allow additional client coverage at this time. We will maintain a waiting list of eligible clients. If funding is reduced, existing clients' authorized hours may be lowered using the CAPS assessment tool.

Termination of services is always done via home visit. Only as a last resort will client services be terminated due to non-payment of fees. Grievance procedures are included with all termination notices. We prioritize delivery of OPI services by assessing and rating new intakes based on the State Service Provider List, additional resources available, and the ability to pay privately for services. When adequate funds are not available, people/clients will be evaluated on a case by case basis as listed above.

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

The Region 9 AAA policy on informing clients of their rights is as follows:

Case manager conducts home visits informing clients of denial reduction or termination of OPI services. This is followed by written communication denoting the same. If communication with clients regarding services must be done by phone, a written overview of the telephone conversation will be mailed to the client.

Clients have the right to contact the Region 9 AAA when they disagree with a decision that has been made on their case. The contact hierarchy to be observed is: AAA Director, Care Coordinator and Program Assistant. Grievance proceedings are held before the MCCOG Executive Director. Grievance resolution processes can be held via phone. At the grievance resolution proceeding, the client can explain why they do not agree with a decision. They may bring people to testify for them, as well as have a lawyer or someone else help them. Neither Region 9AAA or MCCOG is responsible for the cost of witnesses or a lawyer. Clients may receive free legal services through a legal aid office or the local bar association.

A client must file a grievance within 10 days from the date of the notice for the change, reduction, or termination of services. Requests must be in writing using the MCCOG G-100 form and submitting it to: MCCOG Executive Director, 1113 Kelly Avenue, The Dalles, Oregon 97058

The client's benefits may remain the same until the local grievance decision has been made. If the client's benefits remain in effect during the grievance process and the grievance is not in their favor, the client must reimburse the total cost of services received between receipt of termination notice and grievance decision.

If the client is unsatisfied with the outcome of a grievance resolution proceeding at MCCOG, the client will be referred to the Oregon Seniors and People with Disabilities office in Salem to file an appeal.

H. Explain how fees for services will be implemented, billed, collected and utilized.

Region 9 AAA shall administer the fee policies of the State Department of Human Services identified under Oregon Administrative Rule (OAR) 411 32 020{6}. Fees are to be collected from recipients of home care services funded by Oregon Project Independence (OPI) in order to expand those services. For this purpose, the State Department of Human Services periodically publishes schedules for implementation. Region 9 AAA is responsible for the functions of billing and collecting those fees and this policy delineates that process.

This fee policy shall apply to recipients of the OPI-funded home care services delivered by the client-employed provider program.

#### Billing of Clients:

If a fee has been assessed, clients will be billed for home care services each month.

An invoice will be prepared and mailed to the client by the 20th of the month following the service month for which the billing is prepared.

When the State Department of Human Services' OPI Home Care Voucher Paid Report is received, the Care Coordinator will determine the number of hours for each voucher appearing on the report. This service information will then be transcribed to the OPI Control Sheet for that month (and the service units reconciled). The control sheet bearing the client's fee assessment will be the basis of fee billing. The Care Coordinator will perform these billing functions.

A receivables account will be maintained for each client's household. With the information gathered from the voucher paid report and prepared on the OPI Control Sheet, fee charges will be posted to the

account ledger. Information from the ledger will then be used to prepare a monthly billing summary sheet and individual client invoices for mailing by the 20th of the month following the service month billed.

### Collection of Receivables

The Care Coordinator will oversee the collection of OPI fees and will do the electronic and manual bookkeeping functions necessary to maintain the system.

As remittance payments come to the MCCOG Fiscal Department, copies will be given to the Care Coordinator to post to the client accounts.

The following guidelines will govern the billing and collection fees.

- An annual billing for \$5.00 will be assessed to each OPI client
- Additional fees, if determined by the assessment tool, will be billed to the client monthly
- If no fee remittance has been received after two monthly billings, the Care Coordinator will determine the client's circumstances and make a recommendation as to whether to pursue payment or forgive the debt.

Circumstances could lead to a recommendation that fees be forgiven:

- The client dies and,
- The amount due is less than \$5.00, or
- There is no surviving spouse, conservator or family agent, or
- The client moves and there is no way to establish contact through a forwarding address or contact person.

Recommendations in the form of a memorandum regarding client fee accounts to be forgiven and the reasons will be prepared by the Care Coordinator and submitted to the Region 9 AAA Director for review and approval. The Director has the authority to forgive fees, as per MCCOG policy.

Delinquent payments that cannot be forgiven may be handled as such:

Upon the recommendation of the Care Coordinator, the Region 9 AAA Director and MCCOG Executive Director may decide to terminate OPI services to the client for non-payment of assessed fees for service.

- I. Describe the agency policy for addressing client non-payment of fees, including when exceptions will be made for repayment and when fees will be waived.

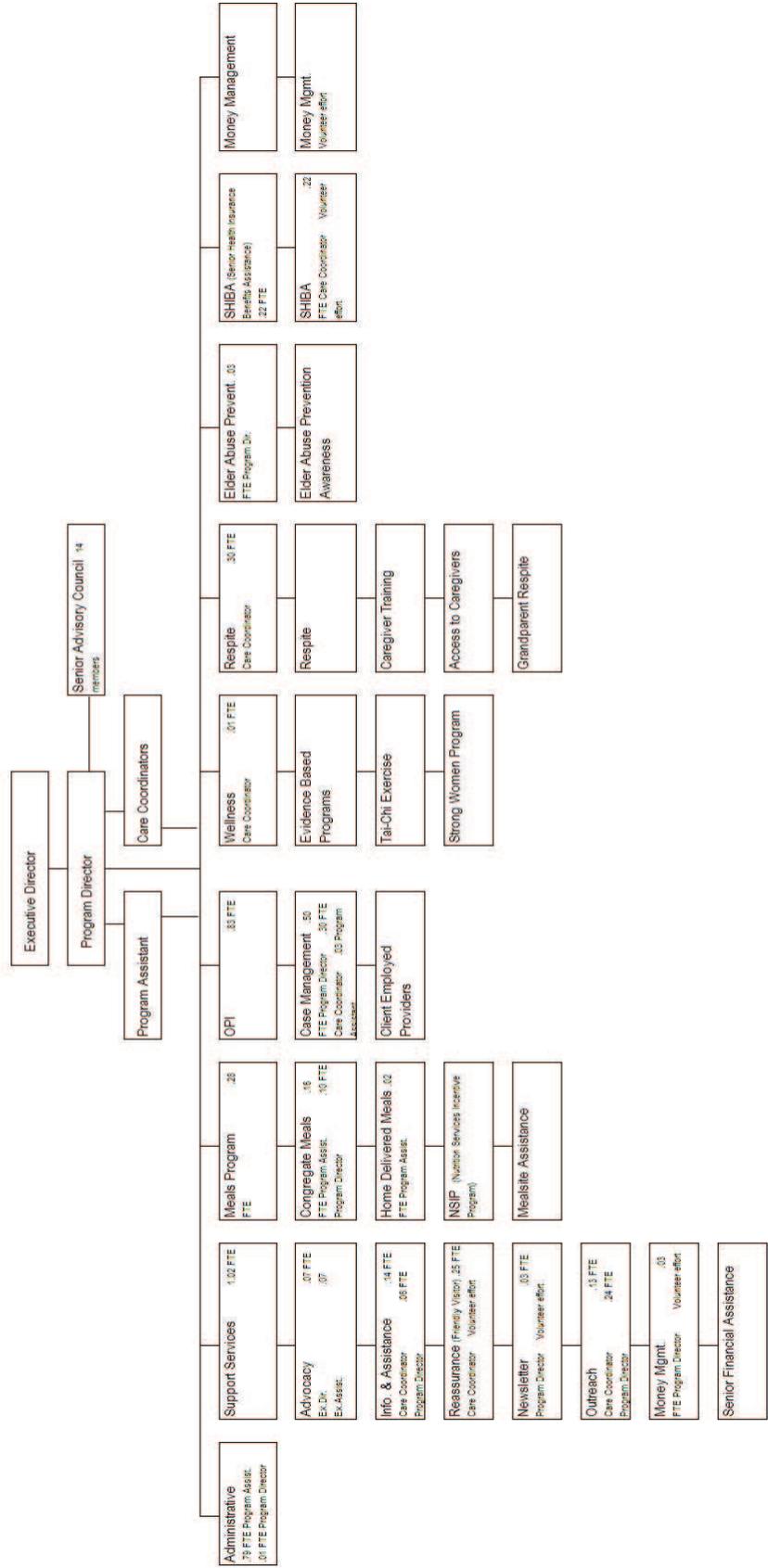
See above.

# Appendices

# Appendix A. Organizational Chart



MID-COLUMBIA COUNCIL OF GOVERNMENTS  
 REGION 9 AREA AGENCY ON AGING  
 ORGANIZATIONAL CHART  
 3.49 FTE



## Appendix B. Advisory Council and Governing Body

### 2012 Senior Advisory Council

Table18 Senior Advisory Council

|   |  |  |
|---|--|--|
| <p>Gilliam County<br/>Delene Durfey<br/>Senior Services Coordinator<br/>P.O.Box 427<br/>Condon, OR. 97823<br/>541 384 -2114<br/><a href="mailto:delene.durfey@co.gilliam.or.us">delene.durfey@co.gilliam.or.us</a></p>                    | <p>Sherman County<br/>Virginia Willis<br/>Civic Community Representative<br/>P. O. Box 177<br/>Wasco, Oregon 97065<br/>541-232-2207<br/><a href="mailto:virginawillis_48@msn.com">virginawillis_48@msn.com</a></p>           | <p>Wasco County<br/>Joan Silver<br/>Civic Community Representative<br/>950 Pomona #107<br/>The Dalles, OR 97058<br/>541 298-1881</p>   |
| <p>Gilliam County<br/>Shirley Ludlow, <i>1st Chair</i><br/>Outreach Coordinator<br/>Senior Services<br/>P.O. Box 611<br/>Condon, OR 97823<br/>541 384-3066<br/><a href="mailto:Shirley.Ludlow@mccog.com">Shirley.Ludlow@mccog.com</a></p> | <p>Hood River County<br/>Collice Sinclair<br/>Director-Hood River Valley Adult Center<br/>2010 Sterling Place<br/>Hood River, OR 97031<br/>541 386-2060<br/><a href="mailto:hrvac@gorge.net">hrvac@gorge.net</a></p>         | <p>Wasco County<br/>Louise Sargent, SAC Chair<br/>Director- Canyon Rim Manor<br/>1701 George Jackson Rd<br/>Maupin, OR 97037<br/>541 395-2515<br/><a href="mailto:lsargent@ccliving.com">lsargent@ccliving.com</a></p>         |
| <p>Wheeler County<br/>Lee Bouchard<br/>SHIBA Advisor<br/>P.O. Box 394<br/>Fossil, OR 97830<br/>541 763-2111<br/><a href="mailto:bouchardlh@hotmail.com">bouchardlh@hotmail.com</a></p>  | <p>Hood River – County Upper Valley<br/>Elise Cain<br/>Disabled Community Representative<br/>6725 Hwy 35<br/>Mt. Hood, OR 97041<br/>541 352-6566<br/><a href="mailto:signage@gorge.net">signage@gorge.net</a></p>            | <p>Wasco County<br/>Julie Reynolds, <i>2nd Chair</i><br/>Independent Living Specialist<br/>1617 Oregon Street<br/>The Dalles, OR 97058<br/>541 298-1636<br/><a href="mailto:julierey@charter.net">julierey@charter.net</a></p> |
| <p>Wheeler County<br/>Sherian Asher<br/>Board Chair -Fossil Food Pantry<br/>340 1st St<br/>Fossil, OR 97830<br/>541 763-4121<br/><a href="mailto:roldfossil@aol.com">roldfossil@aol.com</a></p>   | <p>Hood River County<br/>Avalon Totten -Denton<br/>Senior Meal Site Coordinator<br/>4837 Neal Creek Rd<br/>Hood River, Or 97031<br/>541 354-1604<br/><a href="mailto:wildthings@gorge.net">wildthings@gorge.net</a></p>      | <p>Wasco County<br/>Scott McKay<br/>Director-Mid Columbia Senior Center<br/>1112 W. 9th<br/>The Dalles, OR 97058<br/>541 296-4788<br/><a href="mailto:Smckay1948@gmail.com">Smckay1948@gmail.com</a></p>                       |
| <p>Sherman County<br/>Tammi Oakes<br/>Community Activist<br/>310 Fields Street Po Box 761<br/>Rufus, Oregon 97050<br/>541-739-8268<br/><a href="mailto:oakesmt@gorge.net">oakesmt@gorge.net</a></p>                                       | <p>Wasco County<br/>Marilyn Buchanan,<br/>Director Outreach, Friendly Visitor<br/>1113 Kelly Ave<br/>The Dalles OR 97058<br/>541 340-9327<br/><a href="mailto:marilyn.buchanan@mccog.com">marilyn.buchanan@mccog.com</a></p> |  |

## Mid-Columbia Council of Governments - Board of Directors - 2012

Table19 MCCOG Board of Directors

|   |  |
|---|--|
| <b>GILLIAM COUNTY</b>   | <b>SHERMAN COUNTY, Cont.</b>   |
| Pat Shaw (County Judge)<br>PO BOX 427, Condon, OR 97823<br>Work: (541) 384-6351<br>Fax: (541) 384-3304<br><a href="mailto:pat.shaw@co.gilliam.or.us">pat.shaw@co.gilliam.or.us</a>                              | Cliff Jett (Mayor, City of Rufus)<br>PO BOX 846, Rufus, OR 97050<br>Home: (541) 739-2939<br>Fax: (541) 739-2460<br><a href="mailto:cdj_kj@yahoo.com">cdj_kj@yahoo.com</a>  |
| Mike Weimar (County Commissioner)<br>64486 Clem Rd., Arlington, OR 97812<br>Home: (541) 384-4231<br><a href="mailto:mike.weimar@co.gilliam.or.us">mike.weimar@co.gilliam.or.us</a>                              | <b>WASCO COUNTY</b>  |
| Jeff Bufton (Mayor, City of Arlington)<br>(Diane Wetherell is designated alternate)<br>PO Box 177, Arlington, OR 97812<br>Phone: (541) 980-1700<br><a href="mailto:jbufton@wm.com">jbufton@wm.com</a>           | Sherry Holliday (County Commissioner)<br>PO BOX 51, Maupin, OR 97037<br>Home: (541) 395-2571<br>Office: (541) 506-2524<br>Cell: (541) 980-3998 Fax: (541) 506-2521<br><a href="mailto:sherryh@co.wasco.or.us">sherryh@co.wasco.or.us</a> |
| <b>HOOD RIVER COUNTY</b>  | Brian Ahier (Councilor - The Dalles, OR)<br>313 Court St., The Dalles, OR 97058<br>Phone: (541) 288-1066<br><a href="mailto:brianahier@gmail.com">brianahier@gmail.com</a>   |
| Maui Meyer (County Commissioner)<br>PO BOX 22, Hood River, OR 97031<br>Office: (541) 386-2330<br>Fax: (541) 386-1203<br>Cell: (541) 490-3051<br><a href="mailto:maui@copperwest.com">maui@copperwest.com</a>    | Rod Runyon (County Commissioner)<br>511 Washington Street, Rm. 302,<br>The Dalles, OR 97058<br>Phone: 541) 506-2523<br>Cell: (541) 993-6413<br><a href="mailto:rodr@co.wasco.or.us">rodr@co.wasco.or.us</a>                              |
| Les Perkins (County Commissioner)<br>5728 Miller Rd., Hood River, OR 97031<br>Cell: (541) 490-4062<br>Fax: (541) 386-9392<br><a href="mailto:lperkins@hoodriverelectric.net">lperkins@hoodriverelectric.net</a> | <b>WHEELER COUNTY</b>  |
| Cascade Locks Representative<br>(vacant position)   | Jeanne Burch, (County Judge)<br>PO Box 447, Fossil, OR 97830<br>Office: 541-763-3460<br><a href="mailto:jburch@co.wheeler.or.us">jburch@co.wheeler.or.us</a>   |
| <b>SHERMAN COUNTY</b>   | Chris Perry, (County Commissioner)<br>PO Box 447, Fossil, OR 97830<br>Home:(541) 462-3000<br>Office: (541) 763-3460<br>Fax: (541) 763-2026<br><a href="mailto:cperry@co.wheeler.or.us">cperry@co.wheeler.or.us</a>                       |
| Steve Burnet (County Commissioner)<br>94699 Monkland Lane, Moro, OR 97039<br>Home: (541) 565-3501<br>Fax: (541) 565-3577<br><a href="mailto:sfburnet@embarqmail.com">sfburnet@embarqmail.com</a>                | Jack Lorts, (Mayor, City of Fossil)<br>PO Box 173, Fossil, OR 97830<br>Phone: (541) 763-3060<br><a href="mailto:jlorts@centurytel">jlorts@centurytel</a>   |
| Michael Smith (County Commissioner)<br>PO Box 127, Moro, OR 97039<br>Home: (541) 565-3002<br><a href="mailto:michaelsmith204@gmail.com">michaelsmith204@gmail.com</a>   |  |

## Mid-Columbia Council of Governments - Board of Directors - 2012

### 2012 Officers

|                     |               |                |
|---------------------|---------------|----------------|
| Chairperson         | Michael Smith | Sherman County |
| Vice-Chairperson    | Pat Shaw      | Gilliam County |
| Secretary/Treasurer | Rod Runyon    | Wasco County   |

### 2012 Executive Committee

|                     |               |                   |
|---------------------|---------------|-------------------|
| Chairperson         | Michael Smith | Sherman County    |
| Vice-Chairperson    | Pat Shaw      | Gilliam County    |
| Secretary/Treasurer | Rod Runyon    | Wasco County      |
| Executive Committee | Maui Meyer    | Hood River County |
| Executive Committee | Jeanne Burch  | Wheeler County    |

## Appendix C. Public Process

The following is a list of public meetings that took place throughout the region. Staff coordinated the meetings and advised the SAC and MCCOG/BOD of the meetings. Staff shared the survey information with the SAC and worked with the SAC to develop the draft Area Plan that was submitted to the MCCOG/BOD in a joint meeting with the SAC on September 27, 2012.

Table 20 Town Hall Locations

| Location of Town Halls |          |                      |
|------------------------|----------|----------------------|
| Date:                  | Time     | Location             |
| January 30, 2012       | 1:00 PM  | Moro                 |
| February 1, 2012       | 1:15 PM  | The Dalles           |
| February 2, 2012       | 1:00 PM  | Condon               |
| February 6, 2012       | 12:30 PM | Mosier               |
| February 7, 2012       | 12:30 PM | Arlington            |
| February 8 2012        | 1:00 PM  | Dufur                |
| February 10, 2012      | 7:00 PM  | Shaniko and Antelope |
| February 15. 2012      | 6:00 PM  | Fossil               |
| February 16, 2012      | 1:00 PM  | Spray                |
| February 17,2012       | 1:00 PM  | Mitchell             |
| February 23, 2012      | 1:00 PM  | Tygh Valley          |
| March 8, 2012          | 1:00 PM  | Mt Hood              |
| March 19, 2012         | 1:00 PM  | Hood River           |

### Public Meetings on Draft Area Plan

|                    |          |            |
|--------------------|----------|------------|
| September 7, 2012  | 12:45 PM | Hood River |
| September 13, 2012 | 12:30 PM | Condon     |
| September 10, 2012 | 10:00 AM | The Dalles |

### Public Hearing and Board Consideration

|                    |         |            |
|--------------------|---------|------------|
| September 27, 2012 | 1:00 PM | The Dalles |
|--------------------|---------|------------|

## AFFIDAVIT OF PUBLICATION

STATE OF OREGON  
COUNTY OF HOOD RIVER

I, Joe Petshow, being first duly sworn, depose and say that I am the publisher of the Hood River News, 419 State St., Hood River, Oregon, a newspaper of general circulation printed and published at Hood River in the aforesaid county and state, as defined by ORS 193.010 and 193.020 and that TOWN HALL MEETINGS, a printed copy of which is hereto annexed, was published in the entire issue of said newspaper for 1 time in the following issues:  
Jan. 28, 2012

*Joe Petshow*

Subscribed and sworn to before me this 2nd  
Day of February, 2012

*Christine M. Stenberg*

**TOWN HALL MEETINGS COMING TO YOUR AREA**

In 1980 Congress passed the Older Americans Act (OAA), creating programs & services for adults aged 60+.

As a recipient of OAA federal funds, the Mid-Columbia Council of Governments, Area Agency on Aging (AAA), is required to update their Area Plan every 5 years to address needs of seniors in Wasco, Hood River, Sherman, Gilliam, & Wheeler counties.

AAA offers senior programs & services such as:

- **Advocacy** - Promote needs of seniors at local, state, & national levels.
- **Information & Referral**
- **Congregate & Home - Delivered Meals** - helps fund 11 meal sites in 5 county area.
- **Newsletter** - educate seniors & their families.
- **Legal Assistance**
- **Health & Well-**

ness Programs.

- **AARP Money Mgmt Program**
- **SHIBA - Medicare assistance.**
- **Friendly Visitor Program**
- **Elder Abuse Awareness.**

• **Oregon Project Independence** - helps seniors to remain home instead of nursing homes.

- **Family Caregiver Services** - Allows family caregivers time for themselves.
- **Emergency Preparedness**
- **Minor Home Repair**

• **Outreach** - Promote AAA & identify those eligible for assistance.

We need your help to let us know what programs & services benefit seniors most. Make plans to attend these meetings:

- 1/30/12, 1:00 p.m. 300 Dewey St, More
- 2/1/12, 1:15 p.m. 1112 W. 9th, The Dalles
- 2/2/12, 1:00 p.m. United Church of Christ, 10 S Church St, Condon
- 2/8/12, 12:30 p.m.

Seniors of Mosier Valley, 500 E 2nd St Mosier

- 2/7/12, 1:00 p.m. 50 Shane Dr, Arlington
- 2/8/12, 12:30 p.m. Dufur Methodist Church, 320 NE 2nd St, Dufur
- 2/10/12, 6:30 p.m. Antelope & Shaniko, School House in Shaniko

2/15/12, 6:00 p.m. Family Services Bldg, Fossil

- 2/16/12, 12:30 p.m. Spry Grange, 607 Kahier St
- 2/17/12, 12:30 p.m. City Hall Meal Site, Mitchell

2/23/12, 11:00 a.m. Tygh Valley Community Church, Old Hwy 197, Maupin

3/8/12, 12:30 p.m. Mt. Hood Towne Hall, 6575 Hwy 35, Parkdale

3/19/12, 1:30 p.m. Hawks Ridge Assisted Living, 1785 6th St, Hood River

Call toll free 1-888-815-1352 & visit our website at [www.mccog.com](http://www.mccog.com) for more info.

-8-11





## **Area Plan and Budget Opinion Survey for Seniors in Wheeler, Gilliam, Hood River, Wasco and Sherman County's**

The Mid-Columbia Council of Governments, Area Agency on Aging (MCCOG-AAA) is asking for citizens, aged 55 and older, to participate in this survey. Your local AAA is one of 17 across Oregon that administer and support community based services for seniors.

The MCCOG-AAA serves Wasco, Hood River, Sherman, Gilliam, and Wheeler counties as an advocate for older adults, developing community based care services to meet the needs of area seniors, and administer funds to implement the services. Most services coordinated by MCCOG-AAA are provided through community service providers at the local level.

As an example, some of the services MCCOG-AAA provides are:

- 1) Legal Assistance
- 2) Nutrition Program (funding assistance for senior meal sites)
- 3) Family Caregiver Program
- 4) Friendly Visitor Program
- 5) Elder Rights and Abuse Program
- 6) In-Home Support Services
- 7) Health and Aging Education
- 8) Money Management

Every five years, AAA's throughout the state are required to submit a plan which must include, at a minimum, the following information:

- a) Thorough description of the service system, including meeting the needs of rural and low income seniors;
- b) Profile of the population to be served;
- c) The types of services to be funded and any identified unmet needs;
- d) Description of any major changes to the service system planned for the next period;
- e) Description of the AAA planning process used to determine the services.

Your input is vital to the development of this plan as it will help the MCCOG-AAA to better understand the needs of seniors in the five counties we serve. Please take the time to complete this survey. Your input will serve as a major tool in program redesigns and development. *Please proceed to the next page.*



15. If you do not have one, would you like to have a senior meal site in your community?    Yes     No     Not applicable
16. Do you see the benefits of a Senior Center?    Yes     No

**Transportation**

17. Do you have transportation for shopping?                      Yes     No
18. Do you have transportation to get to healthcare appointments?    Yes     No
19. Do you have access to public transportation?                      Yes     No
20. Do you have transportation to religious services?                      Yes     No
21. Can you get from your door to transportation?                      Yes     No
22. In your community, is there public transportation?                      Yes     No

**Homecare**

Please respond to the following if you (or the person for whom you provide care) need assistance with the following items:

23. Light Housekeeping                      Yes     No
24. Cooking                                      Yes     No
25. Laundry                                      Yes     No
26. Yard work                                      Yes     No
27. Personal care such as bathing, grooming etc.    Yes     No
28. Minor home repairs                      Yes     No
29. Major home repairs                      Yes     No
30. Can you manage your monthly household expenses such as power bills etc,  
Yes     No

**Miscellaneous**

Please respond to the following if you (or the person for whom you provide care) need assistance with the following items:

31. Legal Assistance                      Yes     No
32. Companionship                      Yes     No
33. Daily Money Management    Yes     No
34. Secure healthier meals            Yes     No
35. What other needs do you (or the person for whom you provide care) have that have not been mentioned? (Please describe)
- 
- 
- 

36. Do you (or the person for whom you are providing care for) suffer from any of the following?

|                     |     |    | Are you being treated? |    |
|---------------------|-----|----|------------------------|----|
| Alzheimer's         | Yes | No | Yes                    | No |
| Depression          | Yes | No | Yes                    | No |
| Diabetes            | Yes | No | Yes                    | No |
| Hearing problems    | Yes | No | Yes                    | No |
| Heart disease       | Yes | No | Yes                    | No |
| High blood pressure | Yes | No | Yes                    | No |
| Mobility problems   | Yes | No | Yes                    | No |
| Stroke              | Yes | No | Yes                    | No |
| Vision problems     | Yes | No | Yes                    | No |

37. Have you (or the person for whom you provide care) had a physical examination by a physician in the past 12 months?    Yes     No
38. Approximately, how much do you spend each month on medical care and drugs out of pocket? (not covered by insurance)
- 

39. Do you participate in a senior citizens center?    Yes     No

40. If "yes", what types of services or activities attract you to this center?

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41. How well informed are you about the many services provided for senior citizens within your community?

- |                    |                      |
|--------------------|----------------------|
| 1- Not informed    | 3- Somewhat informed |
| 2- Poorly informed | 4- Well informed     |

42. Have you sought assistance from any of the following?:
- A. Area Agency on Aging/Mid-Columbia Council of Governments  
Yes  No  Not Sure
  - B. Mid-Columbia Community Action Program Yes  No  Not Sure
  - C. State of Oregon Seniors Programs Yes  No  Not sure
  - D. Charitable organizations (Salvation Army or church food bank)  
Yes  No  Not Sure
  - E. A family member Yes  No  Not sure
  - F. Friends Yes  No  Not sure
  - G. Professional help Yes  No  Not sure
  - H. Your local government Yes  No  Not Sure
  - I. Senior Citizen Center Yes  No  Not Sure
  - J. Utilities Yes  No  Not Sure
43. Generally speaking, are you satisfied or dissatisfied with the services provided for senior citizens in your community?
- 1-Strongly Dissatisfied
  - 2-Moderately Dissatisfied
  - 3-Slightly Dissatisfied
  - 4- Slightly Satisfied
  - 5-Moderately Satisfied
  - 6-Strongly Satisfied
  - 7-Never used any of these services
44. Overall, are you satisfied or dissatisfied with life in general?
- 1-Strongly Dissatisfied
  - 2-Moderately Dissatisfied
  - 3-Slightly Dissatisfied
  - 4-Slightly Satisfied
  - 5-Moderately Satisfied
  - 6-Strongly Satisfied
45. How frequently do you rely on others for assistance of any kind?
- 1-Never
  - 2-Hardly ever
  - 3-A few days each month
  - 4-A few days per week
  - 5-Nearly every day
  - 6-Every day
46. In the past, when seeking assistance with senior citizen services, what type of problems have you encountered?
- 
- 
47. Do you need more assistance? Yes  No
- If Yes, what type do you need?
- 
-

48. Are you disabled? Yes  No   
 If yes, in what way are you disabled? \_\_\_\_\_
- 
49. Do you drive a car? Yes  No
50. In what year were you born? \_\_\_\_\_
51. Do you live in an incorporated city or county? \_\_\_\_\_
52. What is your marital status?  
 1-Married 2-Single 3-Divorced-Separated 4-Widowed
53. Do you live in one of the following?  
 1- Your own home  
 2- A traditional apartment  
 3- An apartment for senior citizens
54. Do you believe that senior service funding should be shared by city and county government? Yes  No
55. Your ZIP Code? \_\_\_\_\_
56. To which racial group do you belong?  
 1-Asian 2-Black or African American 3-American Indian or Alaskan Native  
 4-Native Hawaiian or Other Pacific Islander 5-White 6-Hispanic or Latino  
 7-Other \_\_\_\_\_
57. Are you: 1-Female 2-Male
58. Would you be able to volunteer for fundraising for the Area Agency on Aging?  
 Yes  No
59. Would you be interested in working part-time? Yes  No

You will be relieved to know that the survey is over!

**Thank you for your participation.**

## Appendix D. Report on Accomplishments from 2011-2012 Area Plan

Table 21 Report on Accomplishments from 2011/2012 Area Plan

| Goal Description  | Measurable Objectives  | Outcomes/ Accomplishments  |
|---|--|--|
| 1.0 Provide essential services that help maintain the health and independence of seniors. | 1.1 Meet 100% of the state monthly and annual reporting requirements for program funding                                   | All required SUA reports and forms are completed and submitted to SUA by due dates.  |
|   | 1.2 OPI program will increase outreach to serve at least 2 new clients per county per year(contingent on adequate funding) | During 2012, two new clients were added. Town Halls were held in all 5 counties to promote OPI services  |
|   | 1.3 SHIBA program will increase the client assistance by 10% per year  | Conducted radio PSA series that feature Medicare fraud and abuse issues and promote SHIBA services. Staff actively participated in SHIBA trainings and updates to maintain quality of service. |
|   | 1.4 Money Management will serve 5 new clients per year.  | Continued to communicate with partner agencies to encourage identification of clients and referrals. Six clients were served with two new added.   |
| 2.0 Strengthen efforts to link Hispanic elders and Native American elders to AAA services | 2.1 Establish two new relationships with organizations serving Hispanic and local Native American population.              | Two new relationships were established and are ongoing.  |

|  |   |   |
|--|---|---|
|  | 2.2 Conduct a minimum of two outreach efforts targeting Hispanic and Native American populations.     | Held two Town Halls<br>Conducted survey of Hispanic senior needs<br>Working with the Yakima nation AAA on health wellness concepts<br>Worked with SUA and O4AD to identify effective methods of outreach and providing services for these populations |
| 3.0 Launch a stronger collaborative alliance with local SPD office and other community service providers.                          | 3.1 Coordinate at least two joint activities per year, combining AAA and SPD staff.                   | Ongoing partnership activities are being pursued  |
|  | 3.2 Bring together aging service providers in region a minimum of twice per year.                     | Attended network on Aging meetings.<br>Initiated a Senior and Disabled Alliance that meets monthly  |
| 4.0 Support and help sponsor a range of activities to promote healthy aging  | 4.1 Partner with local service agencies to conduct two health related educational programs each year. |   |
|  | 4.2 Support a minimum of 3 activities to promote health related topics.                               | Published the latest health-related news in bi-monthly newsletter.<br>Participated in annual local Diabetes Day event.<br>Continued partnerships with community organizations to provide exercise, socialization and stress reduction programs.       |
| 5.0 Build a multigenerational volunteer network to address the social and home upkeep needs of low income and/or isolated seniors. | 5.1 Launch Friendly Visitor program in one or more communities.                                       | During 2012, the Friendly Visitor program was enhanced. We have six volunteers serving nine clients Program has been recognized in both the HR and TD news.   |
|  | 5.2 Launch Telephone Reassurance program in one or more communities.                                  | Ongoing through Friendly Visitor and Information Assistance.  |

|  |   |   |
|--|---|---|
|  | 5.3 Launch home upkeep assistance program in one or more communities. | Funding restraints do not allow development of this program. Clients are referred to CAP. |
| 6.0 Research Private Case Management services and consider implementation. | Meet with 3 Private Case Management Providers in state.               | Program determined not feasible at this time  |

In addition to the above accomplishments during 2012, we implemented the following activities

- Increased funding to nutrition program adding two additional meal sites to our region.
- Increased AAA staffing sufficient to provide consistent equitable representation in previously under-served areas of Gilliam, Sherman and Wheeler Counties
- Strengthened the leadership and involvement of the Advisory Council through the recruitment of new members that represent all counties within the region. In addition SAC members have been called upon to have a more active role including the development of the budget and area plan.

## Appendix E. Emergency Preparedness Plan

The State of Oregon has mandated that each county in Oregon prepare an Emergency Preparedness Plan for the citizens of their counties.

Region 9 AAA is governed by MCCOG. MCCOG consists of five individual counties, each of whom has an adopted emergency plan.

Region 9 AAA will assist each member county in updating its emergency preparedness plan to address the unique needs of seniors.

### Assessment of Potential Hazards

Each County is required to adopt its own pre-mitigation disaster plan. **These may include fire flooding, fire and wide spread power outages.**

### Chain of Command

The chain of command in all five counties is through the Sheriff's Department and each county's emergency services director.

### Communications Plan

Each counties disaster preparedness plan addresses its own communications procedure. Region 9 AAA will provide additional information on seniors to each county **and work with the counties to discuss the transportation issues, shelters and preparing emergency shelters.**

### Continuity of Operations Plan

To ensure continuity of operations during an emergency, each county develops its own plan. **We have in place an agreement to provide the busses for transportation needs during an emergency.**

### **Agreements for coordination of emergency response agencies**

The Area Agency on Aging has no current formal agreements with any emergency response agencies. **Further discussions with Red Cross and Counties may lead to further written agreements.**

### **AAA Role in Local Planning for Vulnerable Populations**

One member of the SAC has been attending Wasco County Emergency Service's Red Flag Task Force (RFTF), a group that plans community education events. This group is also attended by representatives from APD, North Central Public Health District, and Mid-Columbia Center for Living (mental health agency). The RFTF has taken a lead in developing emergency support functions (ESF) plans for Wasco and Hood River counties (ESF6 – Mass Care, Emergency Assistance, Housing and Human Services), including annexes for assisting vulnerable populations in emergencies. **Development of a list by the AAA for the vulnerable frail elderly will be developed and maintained by the OPI Coordinator.**

## EMERGENCY CONTACTS CHART

| Action                      | Person Assigned                 | Work #       |
|-----------------------------|---------------------------------|--------------|
| Evacuation of Office        | MCCOG Executive Director        | 541-298-4101 |
|                             | AAA Director                    | 541-298-4101 |
| <b>Closure of Meal Site</b> | <b>Meal Site Contacts</b>       |              |
| Gilliam County              | Arlington: Delene Durfey        | 541-384-2114 |
|                             | Condon: Delene Durfey           | 541-384-2114 |
| Hood River County           | Cascade Locks: Barbara McCubbin | 541-374-8406 |
|                             | Mt. Hood: Avalon Denton         | 541-490-8303 |
| Sherman County              | Moro: Jan Byram                 | 541-565-3191 |
| Wasco County                | Wasco: Linda Cornie             | 541-442-5446 |
|                             | Dufur: Duane & Susan Powell     | 541-351-1943 |
|                             | Mosier: Kathy Long              | 541-478-2910 |
|                             | The Dalles: Denise Patton       | 541-298-8333 |
|                             | Tygh Valley: Lucille Peterson   | 541-395-2466 |
|                             | Pioneer Potlatch: Duane Powell  | 541-298-4354 |
| Wheeler County              | Fossil: Sherian Asher           | 541-763-4121 |
|                             | Spray: Betty Parkhurst          | 541-468-2621 |
|                             | Mitchell: Annette Wornell       | 541-462-3366 |
| <b>Other emergency</b>      | <b>Emergency Services</b>       |              |
| <b>Gilliam County</b>       | Christina Fitzsimmons           | 541-384-2851 |
| <b>Hood River County</b>    | Karl Tesch                      | 541-386-1213 |
| <b>Sherman County</b>       | Shawn Payne                     | 541-565-3100 |
| <b>Wasco County</b>         | Mike Davidson                   | 541-506-2790 |
| <b>Wheeler County</b>       | Terry Ignowski                  | 541-763-2380 |

## Appendix F. List of Designated Focal Points

### List of Contractors – Focal Points

1. Gilliam County – Cities of Condon & Arlington, Congregate Meals
2. Wheeler County - Spray Grange Senior Center, Congregate Meals
3. Sherman County – Home Delivered/Congregate Meals
4. Mt. Hood Town Hall Assoc., Inc. – Congregate Meals
5. Pioneer Potlatch –Congregate Meals
6. Fossil – Congregate Meals
7. The Dalles Meals on Wheels – Home Delivered/Congregate Meals
8. Hood River Valley Adult Center – Home Delivered/Congregate Meals

# Appendix G. Partner Memorandums of Understanding

**MEMORANDUM OF UNDERSTANDING**  
Between  
**Mid-Columbia Council of Governments**  
And  
**Oregon Department of Human Services**  
**Aging & People with Disabilities**

**ORIGINAL**

**PURPOSE**

Mid-Columbia Council of Governments, Area Agency on Aging, hereinafter referred to as MCCOG/AAA, and the Oregon Department of Human Services, Division of Aging and People with Disabilities hereinafter referred to as APD, serving Wasco, Hood River, Gilliam, Wheeler & Sherman counties, mutually agree that adults with chronic illnesses served by the Oregon Medicaid program should:

- Have access to an unbiased assessment of their service needs.
- Be informed of available service options to address their needs.
- Have their eligibility for services determined as expeditiously as possible.
- Have maximum choice with regard to method(s) of service delivery and direction of service provider(s).
- Have access to high quality services.
- Be served in the most effective manner in the least restrictive setting possible.

**SCOPE OF AGREEMENT**

**APD Agrees To:**

- Provide training to MCCOG/AAA personnel and volunteers regarding services and eligibility criteria established and/or administered by APD on an as needed basis to ensure MCCOG/AAA staff have basic programmatic knowledge for Information and Assistance.
- Refer individuals for assessment, case management and/or service delivery as deemed mutually appropriate by APD and MCCOG/AAA personnel.
- Provide a knowledgeable representative who will attend the Advisory Council Meetings to provide update of current APD operations and policies.
- Coordinate semi-annual meetings with MCCOG/AAA to provide information sharing and programmatic updates.
- Consult with the MCCOG administration to address system quality and effectiveness.

**MCCOG/AAA Agrees to:**

- Provide training to APD personnel on an on-going basis, regarding services and eligibility criteria established and/or administered by MCCOG/AAA.
- Accept referrals of adult individuals made by APD for the purposes of needs assessment and qualification for case management and/or service delivery consistent with the MCCOG/AAA capacity to do so.

Page 1 of 1  
MOU between MCCOG/AAA & DHS, APD, 9-14-2012

- To work with the APD personnel and administration to expedite medical and financial eligibility determination for Medicaid waiver services for adults by assisting adults in providing all necessary information required.
- To consult with APD personnel and administration addressing system(s) quality and effectiveness.
- To refer all potential Medicaid clients identified by the SHIBA program, Case Managers or the Senior Helpline to APD for an eligibility assessment.

**TERM AND DURATION**

The term of this MOU shall continue until terminated by the parties. This MOU shall commence on the date executed by and shall continue in duration until terminated. Any party may terminate by giving 60 days prior written notice to the other party.

**ASSIGNMENT**

No assignment of this MOU shall be effective unless executed in writing and signed by all parties.

**INDEMNIFICATION**

The parties hereto agree to be responsible for their own actions or failure to act and to hold the other parties harmless from any and all liability, claims, demands, losses, damages, or cost of judgment brought by any third parties because of this negligence or failure to act.

**MODIFICATION**

This MOU may be modified only by written agreement signed by both parties.

**NOTICES**

Any notice required to be given pursuant to the provisions of this MOU shall be in writing and mailed prepaid to the parties at the following addresses, by certified or registered mail, return receipt requested.

Mid-Columbia Council of Governments  
 Attn: John R. Arens, Executive Director  
 1113 Kelly Avenue  
 The Dalles, OR 97058

Dept of Human Services, APD  
 Attn: Carol Mauser, District Manager  
 3641 Klindt Drive  
 The Dalles, OR 97058

IN WITNESS WHEREOF, the parties have executed this MOU on the date indicated below their signatures.

  
 \_\_\_\_\_  
 John R. Arens, Executive Director  
 Mid-Columbia Council of Govts.

  
 \_\_\_\_\_  
 Carol Mauser  
 Department of Human Services, APD

9/20/12  
 \_\_\_\_\_  
 Date

9/19/12  
 \_\_\_\_\_  
 Date

## Appendix H. Statement of Assurances and Verification of Intent

For the period of January 1, 2013 through December 31, 2016, The Mid-Columbia Council of Governments/Area Agency on Aging accepts the responsibility to administer this Area Plan in accordance with all requirements of the Older Americans Act (OAA) and related state law and policy. Through the Area Plan, Region 9 AAA shall promote the development of a comprehensive and coordinated system of services to meet the needs of older individuals and individuals with disabilities and serve as the advocacy and focal point for these groups in the Planning and Service Area. The MCCOG/AAA assures that it will:

Comply with all applicable state and federal laws, regulations, policies and contract requirements relating to activities carried out under The Area Plan.

Conduct outreach, provide services in a comprehensive and coordinated system, and establish goals and objectives with emphasis on: a) older individuals who have the greatest social and economic need, with particular attention to low income minority individuals and older individuals residing in rural areas; b) older individual with significant disabilities; c) older Native American Indians; and d) older individuals with limited English speaking ability.

All agreements with providers of OAA services shall require the provider to specify how it intends to satisfy the service needs of low-income minority individuals and older individuals residing in rural areas and meet specific objectives established by the MCCOG/AAA for providing services to low

income minority individuals residing in rural areas within the Planning and service area.

Provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with significant disabilities, with agencies that develop or provide services for individuals with disabilities.

Provide information and assurances concerning services to older individuals who are Native Americans, including:

Information concerning whether there is a significant population of older Native Americans in the planning and service area, and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under the Area Plan;

An assurance the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides with services provided under title VI of the Older Americans Act; and

An assurance the area agency on aging will make services under the Area Plan available to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

Obtain input from the public and approval from the AAA Advisory Council on the development, implementation and administration of the Area Plan through a public process, which should include, at a minimum, a public

hearing prior to submission of the Area Plan to SUA. The MCCOG/AAA shall publicize the hearing(s) through legal notice, mailings, advertisements in newspapers, and other methods determined by the AAA to be most effective in informing the public, service providers, advocacy groups, etc.

Date \_\_\_\_\_

\_\_\_\_\_

John Arens  
MCCOG/AAA Executive Director

Date \_\_\_\_\_

\_\_\_\_\_

Louise Sargent  
Oregon Region 9 Area Agency on  
Aging Advisory Council / Chair

Date \_\_\_\_\_

\_\_\_\_\_

Michael Smith, MCCOG Board / Chair