



Indiana Division of Aging Area Plan Templates and Attachments

2022-2023 Area Plan Effective October 1, 2021 to September 30, 2023

The purpose of this section is to outline the format and the templates that the Area Agencies are to submit for Area Plan 2022-2023.

Please reference the Area Plan Required Components Checklist below for a look at how this document is organized. On each of the pages in this document, you will find directions and information for you to input about your agency.

You must use this format and template as your final submission to the Division of Aging in the order of the documents provided.

SWIRCA and More

2022-2023 AREA PLAN REQUIRED COMPONENTS CHECKLIST

Please be sure to include this page and each of the required components below.

Section	Area Plan Components	Included
1	Narrative	<input checked="" type="checkbox"/>
2	Governing Board	<input checked="" type="checkbox"/>
3	Advisory Council	<input checked="" type="checkbox"/>
4	Target Specifications	<input checked="" type="checkbox"/>
5	AAA Service Overview	<input checked="" type="checkbox"/>
6	Focal Point Specifications	<input checked="" type="checkbox"/>
7	Home and Community Based Resources	<input checked="" type="checkbox"/>
8	Financials	<input checked="" type="checkbox"/>
9	Disaster Preparedness	<input checked="" type="checkbox"/>
10	Estimated Services/Units/Expenditures	<input type="checkbox"/>
11	CHOICE Plan requirements	<input type="checkbox"/>
Attachment	DA Required Templates (to be completed by AAA)	Included
I.	2022-2023 Area Plan – VOI and Assurances	<input type="checkbox"/>
II.	2020-2021 Area Plan Logic Models – Progress Report	<input type="checkbox"/>
III.	2022-2023 Area Plan – Logic Models	<input type="checkbox"/>
IV.	Exempt Service Waiver Forms	<input type="checkbox"/>
V.	Application for Waiver for Direct Provision of Service Form(s)	<input type="checkbox"/>
VI.	Congregate Nutrition Site Service Waiver Form(s)	<input type="checkbox"/>
Attachment	Additional Required AAA Attachments	Included
A	Organizational Chart *required*	<input checked="" type="checkbox"/>
B	Congregate Nutrition Site Listings *required*	<input checked="" type="checkbox"/>
C	Cost Allocation Plan *required*	<input checked="" type="checkbox"/>
D	Disaster Preparedness <i>*if needed*</i>	<input checked="" type="checkbox"/>

Section 1- Narrative

The narrative portion of the Area Plan should be comprised of **no more than 15 pages**. The narrative should set the stage for your Area Plan and your AAA's planned efforts on behalf of older individuals and caregivers in your Planning and Service Area (PSA). The narrative should, at a minimum, include the following:

- Your organization's Mission Statement
- Description of your PSA, including, but not limited to, its physical and demographic characteristics, as well as any unique resources or constraints
- Description of your AAA and its role in providing leadership and developing long term services and supports (LTSS) in your PSA
- Summary of needs assessment activities and findings, including information on unmet needs and service gaps
- Overview of how your AAA conducts the planning process, establishes priorities, and provides opportunities for public involvement and input
- Overview of quality management activities related to both service management (including in-home service care plans per CHOICE guidelines) and provider management. *Please do not attach any specific policies, procedures, or tools. These items should be available for review at the DA's request.*

Your narrative should serve as a rationale for your planned efforts and align with your proposed goals, objectives, and activities.

Introduction

The Southwestern Indiana Regional Council on Aging (SWIRCA & More) is a non-profit 501(c)(3) organization, centrally located in Vanderburgh County, with the expressed mission of "Enhancing opportunities for independent living and a better quality of life for those who are aging, people living with disabilities, and caregivers in Southwestern Indiana."

Formally established as an Area Agency on Aging (AAA) in 1974 as a result of the Older Americans Act, SWIRCA & More serves a six-county region in Southwestern Indiana including Gibson, Posey, Perry, Spencer, Warrick and Vanderburgh Counties. SWIRCA & More's primary goal is to serve individuals of all ages who need assistance or guidance by providing services that promote dignity, avoid institutionalization, and maintain autonomy. This is done by providing information, advocacy and support services for older adults, people with disabilities, and their caregivers.

The Older Americans Act (OAA) of 1965 requires each AAA to prepare an Area Plan to promote the development of a comprehensive and coordinated service system to meet the needs of older persons in the Planning and Service Area (PSA). The development process and implementation of the Area Plan helps to establish the AAA as the focal point on aging in each PSA.

This Area Plan was developed through the collection of information from a variety of sources

including local and national trends; the Indiana State Plan (2019-2022); the Indiana Aged and Disabled Resource Center (ADRC) Evaluation conducted by the Lewin Group; the Community Assessment Survey of Older Adults (CASOA 2017); annual customer satisfaction surveys; and public forums held at each County Council on Aging in SWIRCA & More's PSA.

From the information collected, this Area Plan has identified the following issues to be key Priority Areas:

- Improvement of ADRC functions
- Improvement of programs and services to better support caregivers and for those suffering from dementia
- Implementation and utilization of social determinants of health to identify needs
- Enhancing awareness and understanding of Advance Directives
- Improving intra-county connections to resources and services

With nearly 50 years of experience, SWIRCA & More is committed to serving as a leader in providing resources and solutions, and promoting opportunities that empower community members to live longer, stronger and more independent lives.

CONTEXT

Planning and Service Area (PSA) Characteristics

SWIRCA & More's Planning and Service Area (PSA), Area 16, is comprised of 6 counties in southwestern Indiana including Gibson, Perry, Posey, Spencer, Vanderburgh, and Warrick Counties. Of these 6 counties, four are all or partly rural in accordance with the Rural-Urban Commuting Area (RUCA) codes; four are designated as all or partly Medically Underserved Areas (MUA); and five are classified as Health Professions Shortage Areas (HPSA). Despite having a considerable portion of SWIRCA & More's PSA classified as rural, it also encompasses Evansville, located in Vanderburgh County, which is the third most populous city in Indiana. Vanderburgh County accounts for over half (53%) of the total population (342,792) within this catchment area, giving this PSA a unique blend of urban, suburban, and rural communities.

Another unique quality of SWIRCA & More's PSA is the unusually high concentration of elders within their respective communities. The percentage of individuals over the age of 65 years range from a low of 16.4% (Vanderburgh) to a high of 20% (Spencer), all of which are greater than the national 2019 Census Data reported estimate of 16.5%, as well as the state-wide (Indiana) estimate of 16.1% (United Census, estimated 2019). Furthermore, approximately 10.6% of the population is identified as being under the age of 65 with a disability, which is also slightly higher than national and state-wide averages at 8.6% and 9.8%, respectively. Because of the higher than average demographics of elders and younger disabled individuals in this 6-county area, in congruence with the anticipated growth resulting from the aging baby boomers, the need to prepare a diverse workforce and improve workforce distribution will be critical.

Regarding other demographical information, SWIRCA & More's service area is predominantly

Caucasian of Western European heritage (88%), with only 12% identifying as a minority. African American (6%), multi-racial (2%), Hispanic (2%), and Asian minorities (1%) are the primary self-reported minority populations, with Hispanics appearing to be the most rapidly growing minority population group. Approximately 13.6% of the total population is at or below the poverty level, which is higher than national average (12.3%) but is on par for the state-wide average of 13.5%.

Mortality rates for Alzheimer's disease exceed the national and state rates in 5 of the 6 counties. With the exception of Spencer County, the Alzheimer's disease death rates range from 37.86 to 65.83 (per 100,000) where the Indiana and U.S. rate are 41.6 and 37.3 respectively. In 2019, the Alzheimer's Association reported and estimated 110,000 individuals in Indiana with a dementia diagnosis, which is expected to increase to 130,000 by 2025, an 18.2% increase. The Indiana State Plan on Aging (2019-2022) addresses caregiver support and dementia as two important priorities, specifically outlining the state's desire to support the abilities of caregivers and to provide ongoing informal supports and to enhance dementia care competencies.

Long-term Supports and Services (LTSS)

As an Area Agency on Aging, SWIRCA & More helps seniors and people of any age with a disability remain comfortably and safely at home and out of institutional care by providing information, advocacy, and support services for older adults, people with disabilities, and their caregivers. Services are need-based and client centered, with emphasis on reaching the rural and minority populations. SWIRCA & More is not a government agency, but oversees state and federal funds, as well as private donations, to provide services to older and/or disabled individuals. Services provided by SWIRCA & More in 2020 included: a) Assistance through the Aging & Disability Resource Center (6,931 people); b) In-home services, including no-cost and low-cost care for those eligible (1,579); c) Home-delivered and congregate meals (157,514 meals); d) Transportation services and T.R.I.P. vouchers (over 600 individuals); e) Home modifications (94 homes); f) Senior Center activities such as meals, recreation, special events, education, health promotion (655); g) ombudsman and legal services (over 360 hours); h) Caregiver support through the evidenced-based Powerful Tools for Caregivers (2 master trainers and 4 Class Leaders); i) and expansion of the Dementia Friends Indiana, intended to reduce the stigma surrounding the diagnosis of dementia to create more dementia friendly communities (34 information sessions and 311 Dementia Friends added). Direct services are provided with a focus on the individual and SWIRCA & More has a Person-Centered Thinking Trainer, accredited through The Learning Community, on staff.

In addition to providing access to direct services, SWIRCA & More collaborates with numerous community partners to better the lives of aged and/or disabled individuals living in southwestern Indiana. Some of the formal partnerships that have been established include, but is not limited to, community mental health centers, community action programs, the Alzheimer's Association, Guardianship Services of Southwestern Indiana, Adult Protective Services, ombudsman programs, Indiana Legal Services, township trustees, United Way 2-1-1, and Servants at Work (SAWs-volunteer ramp builders).

Needs Assessment

SWIRCA & More developed this Area Plan on Aging building on guidance from three main

sources: federal focus areas developed by the U.S. Administration for Community Living, state direction on priority areas within Indiana identified by the Division of Aging, and local needs and priorities specific to the Program Service Area (PSA) identified through a needs assessment survey and stakeholder engagement.

Federal Priority Areas

The U.S. Administration for Community Living identified the following three topics as focus areas for AAA networks:

- **Enhancement OAA Core OAA Programs, which include the following:**
- **Title III-B: Supportive services that provide access to services, in-home services and legal services.**
- **Title III-C1: Congregate meals that are located within community dining sites that offer nutritious meals, socialization and various programs of interest to participants.**
- **Title III-C2: Home delivered meals that provide a nutritious noon meal and a daily check-in for homebound elders.**
- **Title III-D: Evidence-based health education that focuses on disease prevention and health promotion.**
- **Title III-E: Family Caregiver Support Program that provides one-on-one counseling and information to caregivers as well as education programs.**
- **Long Term Care Ombudsman Program that provides advocacy for residents of long term care facilities.**
- **Person-Centered Planning initiatives that places the greatest amount of autonomy and choice to those in need of assistance and their caregivers regarding their choice for long-term services and supports they need to live at home.**
- **Elder justice efforts that support and enhance responses to elder abuse, neglect and exploitation involving adult protective services, Long Term Care Ombudsman programs, legal assistance programs, law enforcement, health care professionals, financial institutions, and other essential partners.**

State Priority Areas

The State Plan on Aging, and the state's guidance on developing the local Area Plan includes the identification of several priority areas from the Division of Aging. The state priority areas include the following:

- **Improve the performance of Indiana's aging network to efficiently and effectively meet the needs of its growing senior population.**
- **Support caregivers' ability to provide ongoing informal supports.**
- **Enhance the current dementia care or specialty care competencies.**
- **Strengthen statewide systems for advocacy and protection of older adults.**
- **Institute policies and evidence-based programs to positively impact social determinants of health.**

Local Needs Assessment

In 2017, the National Research Center, Inc., conducted the Community Assessment of Older Adults

(CASOA) within SWIRCA & More's PSA. The CASOA survey is statistically valid and is intended to identify the strengths and needs of older adults as reported by older adults themselves within their respective communities. In addition to the CASOA assessment, SWIRCA & More's Quality Assurance developed three separate surveys encompassing three organizational departments: Nutrition, Healthy Aging, and ADRC. Surveys were made available at SWIRCA & More's on-site activity center, at all meal sites, and through SurveyMonkey from a link sent through a comprehensive distribution list. Focus groups were also conducted at each of the County Council's on Aging in SWIRCA & More's PSA where staff, Board Members, and the public were invited to participate. The primary reoccurring needs identified include the following:

- **Lack of knowledge/access to resources available**
 - o **CASOA- Nearly 66% of respondents had problems of not knowing what services are available to older adults, which is comparable to the National Average. Also, 60% did not feel they had adequate availability to affordable quality healthcare; and 47% felt they did not have adequate access to preventative health services.**
 - o **Focus groups and surveys- Comments suggested an unwillingness to cross town/city lines to receive services, regardless of county of residence.**
- **Lack of resources for caregivers**
 - o **CASOA- Over half of the respondents indicated that they were a caregiver and slightly over 20% of those indicated that they were either physically, emotionally, or financially burdened.**
- **Lack of advanced planning**
 - o **CASOA- Only 30% of respondents felt that they had adequate information regarding financial and legal information relating to long-term supports and services.**
 - o **General Feedback- There are no statistical metrics in SWIRCA & More's PSA that adequately identifies the extent that individuals who have Advance Directives on file; but general feedback indicates a high percentage of individuals either do not have Advance Directives or do not fully understand the concept of them.**
- **Inadequate housing options**
 - o **CASOA- Nearly 67% of respondents indicated that they did not believe that good housing options were available.**
 - o **General Feedback- Care Managers have frequently expressed difficulty in finding affordable housing for individuals who require accommodations for people with disabilities. This has been especially challenging with relocating individuals currently residing in nursing facilities who would like to transition back into the community.**
- **Inadequate transportation options**
 - o **CASOA- Approximately 35% of respondents expressed difficulty with getting to locations they usually have to visit, and 94% percent indicated that they do not use public or senior-on-demand transportation.**
 - o **General Feedback: SWIRCA & More's ADRC received over 300 phone calls, in 2018, requesting assistance for transportation. SWIRCA & More also received several complaints from Medicaid recipients regarding the inadequacy of non-emergency medical transportation.**

Goal Prioritization and Adoption

The Priority Focus Areas defined by the U.S. Administration for Community Living (ACL) and the

Indiana Division of Aging coincide well with SWIRCA & More's current activities and future objectives. Especially, regarding the ACL's focus on person centered engagement and elder justice efforts.

SWIRCA & More fully embraces person centered thinking (PCT) and has a PCT trainer on staff, certified by The Learning Community. All Care Managers and Options Counselors employed by SWIRCA & More are required to complete PCT training, and PCT tools have been incorporated into the processes and procedures from the intake of new cases to the management of on-going cases. Furthermore, to foster the PCT mindset, management staff has adopted PCT tools to facilitate meetings and to create a "one-page description" for the agency, as a whole.

SWIRCA & More is also actively engaged in issues relating to elder justice. SWIRCA & More participates in a monthly multi-task force meeting with Adult Protective Services that also includes representatives from agencies in the field of law enforcement, banking, insurance, ombudsman, mental health, and hospitals. SWIRCA & More also has representation on the Board of Directors for Guardianship Services of Southwestern Indiana, which is a non-profit organization that utilizes volunteers to provide guardianship services for individuals who have been deemed incapable of making appropriate life decisions, but do not have appropriate familial/social support to assist with day-to-day decision making.

For future planning, the Indiana Division of Aging has mandated that each AAA under its umbrella address the three following Priority Areas:

- Improvement of ADRC functions**
- Improvement of programs and services to better support caregivers and for those suffering from dementia**
- Implementation and utilization of social determinants of health to identify needs**

SWIRCA & More embraces each of these goals, as each were identified as needs within this PSA. In addition to these, SWIRCA & More has also identified the following issue as a Priority Area specific for this community from the local needs assessment:

- Enhancing awareness and understanding of Advance Directives.**
 - o The specific goals, objectives, and intended outcomes are discussed in more detail in the logic models below.**

Quality Management

The purpose of SWIRCA & More's Quality Assurance Program is to measure the extent to which SWIRCA & More is meeting its mission of Enhancing Opportunities for Independent Living. The Goals of this program are to evaluate and assure quality of service, to focus on consumer satisfaction and choice, to enhance quality of delivered services, and to streamline the process of quality assurance monitoring.

SWIRCA & More's Quality Assurance Program is a multi-faceted approach which incorporates Contract Compliance Reviews conducted on-site periodically with all of SWIRCA & More's service providers, the completion of the state's Quality Improvement Program client survey annually on all

clients regardless of service funding source, quarterly monitoring of CHOICE and Medicaid Waiver case management clients, investigation of client complaints, monthly reviews of care plan completions, and random reviews of case management contact with clients by case management supervisors.

SWIRCA & More uses Quality Assessment tools addressing adherence to FSSA, Title III, CHOICE, SSBG, and Medicaid Waiver guidelines for on-site reviews of service providers. SWIRCA & More's QA Program will include an annual on-site review of all service providers who provide \$5000 or more in services in a fiscal year. For those providers who are licensed skilled home health agencies, these on site reviews are conducted every other year. Annual on-site reviews for each grant recipient service provider are also scheduled. Providers of "Other" (Environmental modification, Handy chore, PRSM, Medical Equipment) CHOICE services will be reviewed through use of a mailed survey and client feedback. Providers of Private Attendant Care will be reviewed annually. In addition, SWIRCA & More monitors its service providers in many other ways including (1) responding to any client complaints as they occur, (2) reviewing claims monthly as well as reviewing management reports from Insite which reflect comparisons between percentage of services authorized versus percentage of services delivered, and (3) monthly monitoring of case management clients.

During the on-site interviewing process with the service provider, records and policies are reviewed. An exit conference is conducted with management and any findings are identified. Following the SWIRCA & More QA Coordinator visit, a recap of the review is completed and mailed to the provider within 25 business days with findings and resolution dates included. Depending on the nature of the finding, follow up to assure resolution will either be on site, by email, fax or via mail. Generally if the provider sends corrections prior to the findings being sent out, those findings are considered corrected and not cited.

SWIRCA & More utilizes the following tools in completing internal audits of the Case Management Department.

- Annual personnel evaluations of all department staff which includes home visits with clients and shadowing of the department staff.
- All program specific paperwork is reviewed by Program Assistants to ensure performance standards
- Documentation of each CM is reviewed quarterly, as needed and with each annual client assessment completed.
- Standardized program time frames are monitored for compliance. This includes all CM programs including waiver, non-waiver, options counseling and PAS.
- ADRC Program Assistant reviews referrals and referral logs to ensure appropriate case completion and outcomes.
- Discipline for job performance below acceptable standards follow the disciplinary procedures as outlined in SWIRCA & More Personnel Manual

Annual Satisfaction Surveys are mailed to all Case Management clients annually. The Satisfaction Survey is developed by SWIRCA & More QA Coordinator with input from Program Supervisors

and Vice-President of Social Services. Survey results are tabulated by QA Coordinator and discussed with CM Team Members. When surveys are returned that have concerns that need to be addressed the SWIRCA & More QA Coordinator passes along to the appropriate CM Supervisor who will act as needed to improve service delivery.

SWIRCA & More's Nutrition Program Director visits all meal sites routinely and talks with participants to determine satisfaction with the program. Any identified problems will be handled by appropriate personnel for resolution. SWIRCA & More QA Coordinator also visits meal sites periodically to assess the site for compliance and to assess participant satisfaction. The Nutrition Program also sends out an annual survey to clients on its services. Following the return of the surveys, results are reviewed for areas of improvement and recommendations.

SWIRCA & More's QA Coordinator periodically reviews internal services of SWIRCA & More departments.

SWIRCA & More's Administrative Staff meet weekly to establish a calendar of activities and meetings and to discuss.

Section 2 - Governing Board

Provide a listing of the AAA Board of Directors members, as well as annual board meeting schedule information.

Total Number of Board Members: 21

Name	Title	County	Term Dates MM/YYYY – MM/YYYY
Linnzi Baumann	Special Events, Development, Business	Vanderburgh	07/2019 - 06/2022
Shelby Bass	Development, Business	Spencer	07/2020 - 06/2023
Natalie Bueltel	Governance	Vanderburgh	07/2018 - 06/2021
Gregrie Bunch	Governance	Vanderburgh	07/2020 - 06/2023
Randall K. Craig, J.D., CELA, CAP	Governance	Vanderburgh	Emeritus
Craig Doninger	PR	Vanderburgh	07/2020 - 06/2023
Maria Evans	Development, Business, PR	Warrick	07/2018 - 06/2021
Amber Ferrari	Vice Chair	Vanderburgh	07/2019 - 06/2022
Rick Franz	Finance, Business	Vanderburgh	07/2018 - 06/2021
Ashley Hollen	Governance	Vanderburgh	07/2018 - 06/2021
Linda Kincheloe	Development	Vanderburgh	07/2019 - 06/2022
Sandy Lasher	Development	Vanderburgh	07/2020 - 06/2023
Cindy Ledbetter	Governance	Warrick	07/2019 - 06/2022
Scott Miller	HR	Click here to enter text.	07/2018 - 06/2021
David Perigo	Finance	Vanderburgh	07/2018 - 06/2021
Carole CJ Regin	Emerita, Secretary, HR	Vanderburgh	07/2018 - 06/2021
Kevin Rock	Chair	Warrick	07/2019 - 06/2022
Devan Sanders-Logeman	Treasurer	Warrick	07/2018 - 06/2021
Kelsey Sellers	Governance	Vanderburgh	07/2020 - 06/2023
Vicki Simmons	HR	Vanderburgh	07/2020 - 06/2023
Julie Vandever	Development	Vanderburgh	07/2020 - 06/2023

Annual Board Meeting Schedule	
Date	Location/Address
7/27/21	3:00pm SWIRCA and More Activity Center
8/24/21	3:00pm SWIRCA and More Activity Center
9/28/21	3:00pm SWIRCA and More Activity Center
10/26/21	3:00pm SWIRCA and More Activity Center

Explain any expiring terms – have they been replaced, renewed, or other?

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Section 3 - Advisory Council

Provide the following details regarding AAA Advisory Council members.

Total number of Advisory Board members (including vacancies) = 12

N/A	Information	Total
<input type="checkbox"/>	Total number of members over 60 years of age	4
<input type="checkbox"/>	Total number of family caregivers	2
<input type="checkbox"/>	Total number of Title III recipients	Click here to enter text.
<input type="checkbox"/>	Total number of elected public officials (or their designee)	Click here to enter text.
<input type="checkbox"/>	Total number of health care provider representatives	2
<input type="checkbox"/>	Total number of Veteran health care providers (separate from above)	Click here to enter text.
<input type="checkbox"/>	Total number of nutrition project representatives	Click here to enter text.
<input type="checkbox"/>	Total number of supportive service representatives	Click here to enter text.
<input type="checkbox"/>	Total number of persons with leadership experience in private or volunteer sector	3
<input type="checkbox"/>	Total number of older adults that reside in rural areas	1
<input type="checkbox"/>	Total number of persons who are members of a minority race; include percentage of minority older adults in the PSA	1
<input type="checkbox"/>	Percentage of minority older adults on advisory council (vs. total advisory council members)	0%
<input type="checkbox"/>	Total percentage of all older adults in the PSA	17%
<input type="checkbox"/>	Frequency of Advisory Council meetings	1 time a month

Briefly describe the local governing board’s process to appoint Advisory Council members:
SWIRCA & More’s mission is to enhance opportunities for independent living. As an Advisory Council member, you play a vital role in meeting our mission. We need your help to build and strengthen our mission by serving as a voice for the community, strengthening current programs and services, improving community relationships and developing collaboration among other community businesses.

Advisory Council Outcomes:

Our outcomes are a statement of the impact and value we have in our communities. In other words, our services and initiatives are not ends in themselves; they improve the lives of older adults, those individuals that are disabled and the overall quality of life in our communities.

SWIRCA & More impacts the communities we serve in the following ways:

- We provide information to empower disabled individuals and older adults in making their own decisions
- We support disabled individuals and older adults in their homes and communities
- We serve as a catalyst in promoting and creating elder-friendly communities

How do our outcomes relate to your role as an advisory council member? First of all, they provide an understandable introduction to what we do. It can be confusing to list all the services we provide, as we are much more than services. Second, they provide a framework for prioritizing how you can best promote, encourage, and assist the mission of SWIRCA & More in your community.

What We Are Looking for In A Member

An Advisory Council member should be a primary link to the community. Clearly articulating the agency mission, accomplishments, and goals to the public, as well as garnering support from important members of the community are all important elements of our comprehensive strategy. Council members should:

- Ask questions, take responsibility, and follow-through on given assignments.
- Help to open doors in the community
- Possess honesty, sensitivity to and tolerance of differing views, a friendly, responsive, and patient approach, community-building skills, personal integrity and concern for our agency's development

Recruitment and Expectations:

Council members are asked to join on a referral basis determined by current council need. The Council consist of a minimum of ten (10) and maximum of fourteen (14) members from our six-county area. The Council should strive to ensure that at least one representative is chosen from each county we serve. Members shall have an interest in furthering the mission of the agency and supporting the aging and disabled community, consistent with the requirements listed in the Older Americans Act.

Membership term limits will be as follows: Newly elected members of the Council who have not served before shall serve an initial two-year term. After the initial two-year term, members may be elected to serve additional two year terms as voted on by Advisory Council members. Advisory Council Officers shall be elected to serve two year terms. The number of Members shall be fixed from time-to-time by a vote from the Advisory Council but shall consist of no less than ten (10) nor more than fourteen (14) including officers.

Time Commitment:

There are 12 Council meetings per year, which are held on the 1st Tuesday of each month at 10:00 am and are held in the SWIRCA & More conference room.

Council members are expected to attend all regularly scheduled meetings. To provide the best leadership, attendance in person whenever possible is critical. No more than two unexcused

absences within a 12-month period is acceptable. If there are more than two missed meetings your role with the council will be reviewed.

Participation is encouraged in focus groups, retreats, committees, special events, and additional functions as they arise.

Section 4 -Target Population Specifications

Provide detail that a deliberate effort is directed toward the following AAA target populations, with supporting population information.

Target Populations	Effort Description
<p>Adults 60 years old or older with the greatest economic and social need</p>	<p>SWIRCA & More conducts outreach at 19 congregate meal sites in all six counties. 9 of the 18 meal sites are in rural areas</p> <p>SWIRCA & More ADRC conducts educational outreach in all six counties on services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers</p> <p>SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.</p> <p>SWIRCA & More has a Case Manager who knows sign language.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.</p> <p>SWIRCA & More will distribute information about services to the Convention and Visitor’s Bureau.</p>
<p>Older minority and low-income minority individuals</p>	<p>SWIRCA & More has meal sites in public housing in Vanderburgh, Spencer, Perry, Posey and Warrick</p>

	<p>counties. Gibson county has a meal site that is easily accessible to older minority and low income minority individuals.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More has a Case Manager who knows sign language.</p> <p>The SWIRCA & More ADRC conducts outreach in the community and holds speaking engagements in the community.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, ADRC and Speakers.</p> <p>SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.</p> <p>SWIRCA & More will distribute information about services to the Convention and Visitor's Bureau.</p>
<p>Older individuals living in rural areas</p>	<p>The SWIRCA & More ADRC conducts outreach in the community and holds speaking engagements in the community.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More has 9 meal sites in counties designated as rural counties by the census bureau. SWIRCA & More</p>

	<p>is always open to expansion where the need is apparent. SWIRCA & More has brochures and posters in doctor offices and clinics in rural areas describing services available.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>The County Councils on Aging are available to assist in our outreach in rural counties and refer for services. The SWIRCA & More ADRC conducts outreach in the community and holds speaking engagements in the community.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More has 11 meal sites in counties designated as rural counties by the census bureau. SWIRCA & More is always open to expansion where the need is apparent.</p> <p>SWIRCA & More has brochures and posters in doctor offices and clinics in rural areas describing services available.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>The County Councils on Aging are available to assist in our outreach in rural counties and refer for services.</p>
Older individuals who are Native American	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>The SWIRCA & More ADRC conducts outreach in the community and holds speaking engagements in the community.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More has a newsletter that has wide</p>

	<p>distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts outreach with at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church.</p> <p>SWIRCA & More conducts outreach with The Woodland Alliance, a 501-c3 organization dedication to the preservation of Native American History & Civil Rights through educational programming.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging conference, ADRC and Speakers.</p> <p>SWIRCA & More and USI through the Mid-America Institute on Aging conference brought a native American speaker on aging in 2012.</p> <p>SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More will distribute information about services to the Convention and Visitor's Bureau.</p>
<p>Older individuals with limited English proficiency</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>The SWIRCA & More ADRC conducts outreach in the community and holds speaking engagements in the community.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts outreach with at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church.</p> <p>SWIRCA & More conducted outreach with Indiana</p>

	<p>Native American Indian Affairs Commission</p>
<p>Older individuals with severe disabilities</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas</p> <p>SWIRCA & More ADRC conducts educational outreach in all six counties on services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers</p> <p>SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.</p> <p>SWIRCA & More has a Case Manager who knows sign language.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.</p> <p>SWIRCA & More will distribute information about services to the Convention and Visitor’s Bureau.</p>
<p>Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas</p> <p>SWIRCA & More ADRC conducts educational outreach</p>

	<p>in all six counties on services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers</p> <p>SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.</p> <p>SWIRCA & More has a Case Manager who knows sign language.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.</p> <p>SWIRCA & More will distribute information about services to the Convention and Visitor's Bureau.</p>
<p>Older individuals at risk for institutional placement, specifically including survivors of the Holocaust</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas</p> <p>SWIRCA & More ADRC conducts educational outreach in all six counties on services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p>

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<p>Caregivers of adults 60 years old or older with the greatest economic and social need</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas</p> <p>SWIRCA & More ADRC conducts educational outreach in all six counties on services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers</p> <p>SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of</p>

	<p>minority participants and members. SWIRCA & More has a Case Manager who knows sign language. Each Title III grantee is required by contract to conduct outreach to target populations. SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available. SWIRCA & More will place brochures and posters in VA clinics and offices. SWIRCA & More has a newsletter that has wide distribution across our service area. SWIRCA & More has a website with very detailed information on services that are available. SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations. SWIRCA & More will distribute information about services to the Convention and Visitor’s Bureau.</p>
<p>Caregivers of older minority and low-income minority individuals</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas SWIRCA & More ADRC conducts educational outreach in all six counties on services available. SWIRCA & More continues to maintain an Online resource guide. SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers. SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members. SWIRCA & More has a Case Manager who knows sign language. Each Title III grantee is required by contract to conduct outreach to target populations. SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p>

	<p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.</p> <p>SWIRCA & More will distribute information about services to the Convention and Visitor’s Bureau.</p>
<p>Caregivers of older individuals living in rural areas</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas</p> <p>SWIRCA & More ADRC conducts educational outreach in all six counties on services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers</p> <p>SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.</p> <p>SWIRCA & More has a Case Manager who knows sign language.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts Quality Assurance activities</p>

	<p>that gauge the satisfaction for target populations. SWIRCA & More will distribute information about services to the Convention and Visitor's Bureau.</p>
<p>Caregivers of older individuals who are Native American</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas</p> <p>SWIRCA & More ADRC conducts educational outreach in all six counties on services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers</p> <p>SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.</p> <p>SWIRCA & More has a Case Manager who knows sign language.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.</p> <p>SWIRCA & More will distribute information about services to the Convention and Visitor's Bureau.</p>

Caregivers of older individuals with limited English proficiency

SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas
SWIRCA & More ADRC conducts educational outreach in all six counties on services available.
SWIRCA & More continues to maintain an Online resource guide.
SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.
SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers
SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.
SWIRCA & More has a Case Manager who knows sign language.
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SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.
SWIRCA & More will place brochures and posters in VA clinics and offices.
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SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.
SWIRCA & More will distribute information about services to the Convention and Visitor's Bureau.

Caregivers of older individuals with severe disabilities

SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas
SWIRCA & More ADRC conducts educational outreach in all six counties on services available.
SWIRCA & More continues to maintain an Online resource guide.

SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.

SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers

SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.

SWIRCA & More has a Case Manager who knows sign language.

Each Title III grantee is required by contract to conduct outreach to target populations.

SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.

SWIRCA & More will place brochures and posters in VA clinics and offices.

SWIRCA & More has a newsletter that has wide distribution across our service area.

SWIRCA & More has a website with very detailed information on services that are available.

SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.

SWIRCA & More will distribute information about services to the Convention and Visitor's Bureau.

SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas

SWIRCA & More ADRC conducts educational outreach in all six counties on services available.

SWIRCA & More continues to maintain an Online resource guide.

SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.

SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers

SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James

	<p>Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.</p> <p>SWIRCA & More has a Case Manager who knows sign language.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.</p> <p>SWIRCA & More will distribute information about services to the Convention and Visitor’s Bureau.</p>
<p>Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas</p> <p>SWIRCA & More ADRC conducts educational outreach in all six counties on services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers</p> <p>SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.</p> <p>SWIRCA & More has a Case Manager who knows sign language.</p> <p>Each Title III grantee is required by contract to conduct</p>

	<p>outreach to target populations.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.</p> <p>SWIRCA & More will distribute information about services to the Convention and Visitor's Bureau.</p>
<p>Caregivers of older individuals at risk for institutional placement, specifically including survivors of the Holocaust</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the meal sites are in rural areas</p> <p>SWIRCA & More ADRC conducts educational outreach in all six counties on services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers</p> <p>SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.</p> <p>SWIRCA & More has a Case Manager who knows sign language.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p>

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<p>Older relative caregivers (age 55+) of children under 18 or adults age 18-59 with a disability</p>	<p>SWIRCA & More conducts outreach at 18 congregate meal sites in all six counties. 9 of the 18 meal sites are in rural areas</p> <p>SWIRCA & More ADRC conducts educational outreach in all six counties on services available.</p> <p>SWIRCA & More continues to maintain an Online resource guide.</p> <p>SWIRCA & More will use University of Evansville, University Of Southern Indiana, Old National Bank and/or Language Line Translating services to assist in serving non-English speakers.</p> <p>SWIRCA & More conducts outreach with other social service agencies through Vendor Fairs, Mid-America Institute on Aging Conference, & ADRC and Speakers</p> <p>SWIRCA & More conducts outreach at Carver Organization, Liberty Housing, Greater Saint James Community Recreation Center and HOLA at Nativity Catholic Church which have a higher population of minority participants and members.</p> <p>SWIRCA & More has a Case Manager who knows sign language.</p> <p>Each Title III grantee is required by contract to conduct outreach to target populations.</p> <p>SWIRCA & More has placed brochures and posters in doctor offices and clinics describing services available.</p> <p>SWIRCA & More will place brochures and posters in VA clinics and offices.</p> <p>SWIRCA & More has a newsletter that has wide distribution across our service area.</p> <p>SWIRCA & More has a website with very detailed information on services that are available.</p> <p>SWIRCA & More conducts Quality Assurance activities that gauge the satisfaction for target populations.</p> <p>SWIRCA & More will distribute information about services to the Convention and Visitor’s Bureau.</p>



Section 5 – AAA Service Overview

Please provide a description of the programs and services provided by your Area Agency on Aging, either directly or through grants/contracts to local service providers. Some services are already listed, but please add any additional services and programs that you provide. **Please also attach a list of your congregate nutrition site listings. Please label as “22-23 AP AAA# – Attachment B – Congregate Nutrition Site Listings” when submitting.**

Service	Description/Overview	Estimated Number of Requests/Inquiries
Aging and Disability Resource Center (including, but not limited to activities related to Information & Assistance, Options Counseling, and Outreach)	<p>The Aging & Disability Resource Center provides information and assistance to a diverse community where the elderly, and people with disabilities, are respected, healthy and productive.</p> <p>The ADRC helps people achieve their goals by providing them with comprehensive information so they can make informed decisions, and advocacy support to ensure that they remain in charge of their lives.</p>	Click here to enter text.
Care Management	<p>SWIRCA & More Case Management Services will thoroughly complete assessment of an individual to determine the individual's functional impairment level; and corresponding need for services. Development of a care plan addressing an eligible individual's needs. Supervision of the implementation of appropriate and available services for an eligible individual. Advocacy on behalf of an eligible individual's interests.</p> <p>Monitoring the quality of community and home care services provided to an eligible individual. Reassessment of the care plan to determine the continuing need and effectiveness of the community and home care services provided to an eligible individual under this article. Provision of information and referral services to individuals in need of community and home care services.</p>	Click here to enter text.

In-Home Services	NA	Click here to enter text.
Home Delivered Nutrition	<p>Provides meals (including the preparation, handling and serving of the meals) to the most vulnerable persons in the area to prepare his/her own daily meals, and for whom there are no other people available to do so. Limited to two meals per day.</p> <p>Congregate meals are meals which comply with the Dietary Guidelines for Americans published by the Secretaries of the Department of Health and Human Services and the United States Department of Agriculture and are available to eligible clients or other eligible participants at a nutrition site, senior center or another congregate setting. 11 of area 16 congregate meals sites are in rural areas</p>	Click here to enter text.
Congregate Nutrition	<p>Provides meals (including the preparation, handling and serving of the meals) to the most vulnerable persons in the area to prepare his/her own daily meals, and for whom there are no other people available to do so. Limited to two meals per day.</p> <p>Congregate meals are meals which comply with the Dietary Guidelines for Americans published by the Secretaries of the Department of Health and Human Services and the United States Department of Agriculture and are available to eligible clients or other eligible participants at a nutrition site, senior center or another congregate setting. 11 of area 16 congregate meals sites are in rural areas</p>	Click here to enter text.
Nutrition Education	SWIRCA and More provides nutrition education to the home meal recipients and congregate meal recipient through monthly newsletters that include health and wellness information and articles,	Click here to enter text.

	community activity information, recipies and community news.	
Legal Assistance	<p>SWIRCA & More subcontracts with Indiana Legal Services to provide Legal Assistance to low income older adults who are 60 years of age and older. Indiana Legal Services is the largest non-profit law firm in Indiana offering free civil legal assistance to eligible individuals who may be facing legal problems that harm their ability to have livelihood basics such as food, shelter, income, medical care or personal safety. SWIRCA & More reserves a minimum of 3% of our total Title III-B contracted allocations to help subsidize this service.</p>	Click here to enter text.
Health Promotion: Evidence-Based	<p>The SWIRCA & More Healthy Aging Activity Center offers a wide array of programs and is the primary center of activities for area residents over the age of fifty.</p> <p>Evidence Based classes that are offered include the following: Arthritis Foundation Exercise classes Enhanced Fitness Matter of Balance Powerful Tools for Caregivers</p>	Click here to enter text.
Health Promotion: Non-Evidence-Based	<p>The SWIRCA & More Healthy Aging Activity Center offers a wide array of programs and is the primary center of activities for area residents over the age of fifty. Non-Evidenced based exercise classes include the following: Tai Chi Stretch and Tone Exercise with Eva Exercise room Chair Yoga On the mat Yoga Line Dancing</p>	Click here to enter text.
Transportation	SWIRCA & More utilizes Title-III-B funding to subcontract with the County	Click here to enter text.

	<p>Councils on Aging to provide transportation to adults 60 years of age and older in Gibson, Perry, Posey, Spencer and Warrick Counties. Contract amounts are calculated based on the total Older American’s Act funding received by SWIRCA & More, as well as the percentage of each county’s population size of older adults. In Vanderburgh County, SWIRCA & More offers transportation through the TRIP ticket program and subcontracts with local transportation providers, which includes the Metropolitan Evansville Transit System (METS—public bus system/paratransit) and two cab companies (PAST,LLC and River City Yellow Cab), who are willing to accept voucher tickets as direct payments for their transportation services. At the end of every month, the vouchers are returned to SWIRCA & More and the transportation companies are compensated for the total amount of services rendered.</p>	
<p>Long-Term Care Ombudsman</p>	<p>The Long-Term Care Ombudsman is a non-profit organization to address the needs of residents in long-term care facilities and licensed assisted living facilities. There is an Ombudsman for Vanderburgh County and another for the counties of Warrick, Gibson, Posey, Spencer, and Perry counties. The Ombudsman serves to protect residents’ rights, investigate complaints, and work on resolutions to problems. The Ombudsman also provides training to residents of facilities, facility staff, and the general public.</p>	<p>Click here to enter text.</p>
<p>Pre-Admission Screening</p>	<p>The Pre-Admission Screening program is an assessment program to ensure that individuals seeking nursing facility placement meet the level of care for admission to a facility and to ensure</p>	<p>Click here to enter text.</p>

	<p>individuals know the options they have to nursing facility placement, including in-home services. Assessments are completed and then entered in the state’s approved system that then determines eligibility (Ascend). The Area Agency on Aging completes screening on individuals living at home (including assisted living facilities) and individuals who have been assessed by a nursing facility or hospital and trigger a denial in the Ascend system. The AAA then does a thorough assessment on those potential denials to clarify whether or not the referral should be a denial.</p>	
Care Transitions	NA	Click here to enter text.
Dementia Friends Indiana	<p>Dementia Friends Indiana is a community movement to provide education and awareness on dementia, decrease stigmas related to illness, and create community environments that are welcoming and conducive to those living with dementia and their caregivers. DFI strives to create as many “dementia friends” as possible in the Area Agency on Aging’s service area and throughout the state. This is done by conducting DFI Information Sessions throughout the communities we serve. These are 1 hour sessions which provide basic information and practical tips on dementia, specifically the largest type – Alzheimer’s. DFI attempts to provide this information to all aspects of the community: first responders, churches, banks, libraries, civic organizations, etc.</p>	Click here to enter text.
Senior Center Support	<p>SW SWIRCA & More subcontracts with the County Councils on aging to provide Senior Center activities to low income older adults who are 60 years of age and older. SWIRCA and More hosts quarterly meetings with the Directors of the County Senior Centers in order assist in best serving the community.</p>	Click here to enter text.

Family Caregiver Support for Caregivers of Older Adults	Family Caregiver Support for Caregivers of Older Adults is provided for individuals who are 18 years of age or older who are caring for a person who is 60 years of age or older, or any person who has a diagnosis of Dementia.	Click here to enter text.
Family Caregiver Support for Older Relative Caregivers	Family Caregiver Support for Older Relative Caregivers is provided for and Individual relative (Non-Parent) 55 years of age or older caring for child that is not more than age 18 or Individual (including parents) providing care to a relative with a disability that is not less than age 18 and not more than age 59.	Click here to enter text.
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Section 6 - Focal Point Specifications

Please provide assurance that your services and information are available within each of the counties in your PSA. Older Americans Act, Section 102 DEFINITIONS (21), defines the term “focal point” as a “facility established to encourage the maximum collocation and coordination of services for older individuals.”

Name of Focal Point	Address	Counties of Service	Services Provided
Posey County Council on Aging	611 W 8TH ST Mt. Vernon IN, 47620	Posey County	Attendant Care Homemaker Respite Attendant Respite Homemaker, Transportation Senior Center Family Caregiver ATTC Family Caregiver HMK
Perry County Council on Aging	Perry County Council on Aging P.O. Box 163200 North Fifth St.Cannelton, IN 47520	Perry County	Transportation Senior Center
Gibson County Council on Aging	Gibson County Council on Aging 212 S. Richland Creek DrivePrinceton, IN 47670	Gibson	Transportation Senior Center
Spencer County Council on Aging	421 Main Street Suite E Rockport, IN 47635 Spencer	spencer	Homemaker Respite Attendant Respite Homemaker, Transportation Family Caregiver ATTC Family Caregiver HMK
Adaptive Companion Nursing Care	Adaptive Companion Nursing Care, Inc. 8844 Ruffian Lane Suite B Newburgh, IN 47630	Posey, Perry, Gibson, Spencer, Vanderburgh, Warrick	Attendant Care Homemaker Respite Attendant, Respite Homemaker
Bower Construction	Bower Construction, Inc.1245 12th StreetTell City, IN 47586	Posey, Perry, Gibson, Spencer, Vanderburgh, Warrick	Environmental Modification Install Handy Chore Handy Chore Other needed

Name of Focal Point	Address	Counties of Service	Services Provided
			Services Supplemental services
Bridges of Indiana	Bridges of Indiana, Inc 2344 Washington Avenue Evansville, IN 47714	Bridges of Indiana, Inc 2344 Washington Avenue Evansville, IN 47714	Attendant, Homemaker Respite-Attendant Respite Homemaker Family Caregiver HMK Family Caregiver ATTC BMAN1 BMAN2
Maxim Healthcare Services	Maxim Healthcare Services 5401 Vogel Road, #630 Evansville, IN 47715	Posey, Perry, Gibson, Spencer, Vanderburgh, Warrick	Attendant Care Homemaker Respite Attendant Respite Homemaker Home Health Aide Respite Home Health Aide Skilled Nursing Family Caregiver HOHE Family Caregiver Skilled Family Caregiver ATTC Family Caregiver HMK
Critical Signal Technology	Critical Signal Technologies 22600 Haggerty Road Farmington Hills, MI 48335	Posey, Perry, Gibson, Spencer, Vanderburgh, Warrick	Personal Emergency response Systems, Specialized Medical Equipment (Medication Monitor)
Home Instead Senior Care	Home Instead Senior Care 223 NW Second Street, Suite 310 Evansville, IN 47708	Posey, Perry, Gibson, Spencer, Vanderburgh, Warrick	Attendant Homemaker Respite-Attendant Respite-Homemaker Family Caregiver HMK Family Caregiver ATTC
Indiana Legal Services	Indiana Legal Services, Inc. 2425 Hwy 41 North Suite 401 Evansville, IN 47711	Posey, Perry, Gibson, Spencer, Vanderburgh, Warrick	Legal Services, Other Programs (Ombudsman)
Lifeline Systems	Lifeline Systems Company 111 Lawrence	Posey, Perry, Gibson, Spencer,	Personal Emergency Response System

Name of Focal Point	Address	Counties of Service	Services Provided
	Street Farmingham, MA 01702	Vanderburgh, Warrick	SS PRSM Living Well Home Care
Living Well Home Care	SOUTHERN INDIANA CENTER FOR INDEPENDENT LIVING, INC. 1494 Main St. Mitchell, IN 47446	Posey, Perry, Gibson, Spencer, Vanderburgh, Warrick	Attendant Care Homemaker Respite Attendant Respite Homemaker Family Caregiver ATTC Family Caregiver HMK
Maxim Companion Services	Maxim Healthcare Services 5401 Vogel Road, #630 Evansville, IN 47715	Click here to enter text.	Attendant Care Homemaker Respite Attendant Respite Homemaker Home Health Aide Respite Home Health Aide Skilled Nursing Family Caregiver HOHE Family Caregiver Skilled Family Caregiver ATTC Family Caregiver HMK
Medi Home Care	Medical Services of America DBA Medi Home Care 171 Monroe Lane Lexington, SC 29072	Click here to enter text.	Durable Medical Equipment Specialized Med Equipment-Install Specialized Med Equip Maintenance PRSM SS PRSM Other needed services
Need a Nurse	Need A Nurse, Inc. 2318 W. Franklin Evansville, IN 47715	Click here to enter text.	Attendant Care Homemaker, Respite Attendant Respite Homemaker Home Health Aide Respite Home Health Aide Respite Nursing Skilled Nursing Family Caregiver HOHE Family Caregiver Skilled Family Caregiver ATTC Family Caregiver HMK

Name of Focal Point	Address	Counties of Service	Services Provided
Popham Construction	Popham Co. Inc.4414 Covert Avenue.Evansville, IN 47714	Click here to enter text.	Attendant Care Homemaker Respite Attendant Respite Homemaker, Transportation Senior Center Family Caregiver ATTC Family Caregiver HMK
Posey County Council on Aging	Posey County Council on Aging611 W. 8th StreetMt. Vernon, IN 47620	Click here to enter text.	Attendant Care Homemaker Respite Attendant Respite Homemaker, Transportation Senior Center Family Caregiver ATTC Family Caregiver HMK
Reliable Adult Day	Reliable Care - Adult Day Care5130 Vogel RoadEvansville, IN 47715	Click here to enter text.	Adult Day Service Level 1 Adult Day Service Level 2 Adult Day Service Level 3 Adult Day Service Transportation Family Caregiver ADS Family Caregiver ADS 2 Family Caregiver ADS 3 Family Caregiver ADS Transport
River City Yellow Cab	River City Yellow Cab 1027 E VIRGINIA STREETEvansville, IN 47711	Click here to enter text.	TRIP Transportation Transportation POH
Riverwalk Communities	Riverwalk Communities LLC401 S E 6th StreetEvansville, IN 47713	Click here to enter text.	Adult Day Service Level 1 Adult Day Service Level 2 Adult Day Service Level 3 Adult Day Service Transportation Family Caregiver ADS 1 Family Caregiver ADS 2 Family Caregiver ADS 3

Name of Focal Point	Address	Counties of Service	Services Provided
SIRS	<p>Southern Indiana Resource Solutions (SIRS) 1579 S. Folsomville Road Boonville, IN 47601</p>	<p>Click here to enter text.</p>	<p>Handy Chore Other Needed Services Supplemental Service SWIRCA and More's Disaster preparedness plan was developed in coordination with local and state emergency response agencies in order to best provide disaster relief to the 6 county areas we serve. Rhonda Zuber, president of SWIRCA and More, currently serves as a board member of the local Community Organizations Active in Disaster (COAD). This organization strives to coordinate local businesses efforts to help prepare our community in the event of an emergency.</p> <p>SWIRCA & More also has a signed MOU with the Red Cross to provide relief services in Southwest Indiana during disasters. With ample square footage and a full working kitchen SWIRCA and More can serve a shelter to those displaced during natural disasters. In coordination with the Vanderburgh County Red Cross the SWIRCA and More Case Managers also provide their clients with Red Cross disaster preparedness packets initially and at every annual.</p> <p>For all initial, annual, and 180 Level of Care documentation notes a SWIRCA and More Care Manager will complete an</p>

Name of Focal Point	Address	Counties of Service	Services Provided
			<p>emergency plan checklist. This checklist collects key emergency contact information individualized to each client. Provides information about the client's rights in regards to their services, how they could handle utility disruptions &* what to do in case of a natural disasters, or extreme weather.</p>

Section 7 - Resources Inventory

Specify the total number of resources for in-home and community-based services into the following table.

N/A	Resources; include total number of:	Number
<input type="checkbox"/>	Nursing facilities	36
<input type="checkbox"/>	Assisted Living facilities	10
<input type="checkbox"/>	Adult Family Care facilities	1
<input type="checkbox"/>	RBA/ARCH facilities	0
<input type="checkbox"/>	Meal sites	23
<input type="checkbox"/>	Senior centers	7
<input type="checkbox"/>	Care Managers (Area Agency and independent)	39
<input type="checkbox"/>	Transportation Providers	8
<input type="checkbox"/>	Mental Health Clinics	19
<input type="checkbox"/>	Hospitals	6
<input type="checkbox"/>	Veteran Administration (VA) hospitals	0
<input type="checkbox"/>	Veteran Administration (VA) health clinics	1

Please explain how you coordinate care for participants with the other organizations listed above.

SWIRCA and More maintains an online resource guide for those who call in to the ADRC, use pick lists for the Waiver and Non-Wavier qualified per the appropriate funding sources guidelines.

Section 8 - Financials

1. AAA Cost Allocation

Provide financial details for the following bulleted items. **Attach as separate document(s) or spreadsheet(s) with your Area Plan submission. Please label the attachment as “22-23 AP AAA# – Attachment C – Cost Allocation Plan”.**

- Staff salaries and wages
- Employee Benefits
- Facility (rent, electricity, gas, water and sewerage, and cleaning services)
- Telephone and postage service
- Insurance
- Travel and transportation
- Capital expenditures (\$5000.00 or more)

2. Funding Allocation – by Percentage

Provide the percentage of total AAA program funding by (1) Personnel, (2) Operational, and (3) Direct Service categories. Programs include, but are not limited to, the following:

- Older Americans Act, Title III and VII
- CHOICE
- Social Services Block Grant (SSBG)
- Preadmission Screening and Resident Review (PASRR)
- Medicaid Waiver
- Grants

This funding allocation may be developed as a spreadsheet or document. Please include this with your Cost Allocation Plan in Attachment C.

3. Financial Stability

Provide the following information:

- Number of months’ normal operating expenses currently on hand in reserve: **12**
- Number of months’ normal operating expense currently available through a line of credit:
5
- Average days to payment on invoices received: **30**

Section 9 - Disaster Preparedness

Please provide a narrative regarding your Disaster and Emergency Preparedness Procedures. When completing the narrative, please include how you “will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery (OAA Section 306(a)(17)). Please address:

1. Specific plans for disaster preparedness and emergency planning within the agency to maintain internal operations (including, but not limited to, information and assistance, case management, options counseling).
2. Details on how your agency is supporting participants by providing resources and guidance for disaster and emergency preparedness in the home and community-based setting.
3. Specific examples of changes your AAA has made or plans to make because of the COVID-19 pandemic.

Reference: <https://acl.gov/emergencypreparedness>

Please provide any additional documents as needed for support. **Please be sure to label your additional documents as “22-23 AP AAA# -Attachment D – Disaster Preparedness” and check the “Included” box in the Area Plan Components Checklist on page 2.**

SWIRCA and More’s Disaster preparedness plan was developed in coordination with local and state emergency response agencies in order to best provide disaster relief to the 6 county areas we serve. Rhonda Zuber, president of SWIRCA and More, currently serves as a board member of the local Community Organizations Active in Disaster (COAD). This organization strives to coordinate local businesses efforts to help prepare our community in the event of an emergency.

SWIRCA & More also has a signed MOU with the Red Cross to provide relief services in Southwest Indiana during disasters. With ample square footage and a full working kitchen SWIRCA and More can serve a shelter to those displaced during natural disasters. In coordination with the Vanderburgh County Red Cross the SWIRCA and More Case Managers also provide their clients with Red Cross disaster preparedness packets initially and at every annual.

For all initial, annual, and 180 Level of Care documentation notes a SWIRCA and More Care Manager will complete an emergency plan checklist. This checklist collects key emergency contact information individualized to each client. Provides information about the client's rights in regards to their services, how they could handle utility disruptions & what to do in case of a natural disasters, or extreme weather.

SWIRCA & More has assigned each Care Manager a laptop computer, cell phone, and internet hotspot or reimburses them for use of their own in order to continue to maintain information and assistance, case management, options counseling from their home in order to maintain operations in case they cannot come into the office.

In response to the pandemic between March and July we made over 2000 wellness calls to individuals to check in and see how they were doing. Asking if they had enough information on the virus, if they had basic supplies, what changes had occurred, etc. In 2020, over 500 requests for shelf stable supplies, fresh boxes, and assistance from the COVID relief fund had been fulfilled. We have had staff help individuals keep folks utilities on, help connect them with food pantries, make sure they had enough groceries to get through the month, help ensure services continued or find a new provider quickly because of a service gap, set up transportation to get to doctor's appointments or vaccine appointments, or even to get home from the doctor's office after their scheduled ride didn't show, not to mention help prevent evictions, and if an eviction did occur to help that person have an option for shelter. We had folks that we helped to increase their independence through modifications in the home and medical equipment. In the Activity Center we have begun virtual classes for Yoga, Stretch and Tone, Tai Chi among other to help each members maintain healthy lifestyle. Monthly wellness calls as well as virtual activity classes have greatly improved the communication and outreach with the clients who we serve and will continue to be a staple of care moving forward.

Due to issues surrounding food insecurities during the pandemic several local task force's have sprung up. At this time our President, Rhonda Zuber, is serving as the SWIRCA & More representative. She is currently involved with the Promise Zone Food work group which is focused on food desserts in our area. She is also on the board of the Food Security Task Force which is finding ways to distribute food throughout our community. This group started the "Feed Evansville" initiative. Recently the City Commissioners voted in a new ordinance mandating that a Commission on Food Security be implemented immediately. In this mandate SWIRCA & More is required to have a representative on the committee. Rhonda Zuber is currently serving in this new role. The committees role will be to help establish resources for the local community (especially the elderly) to reduce food insecurities and to help coordinate efforts with other groups.

Section 10 - Estimated Services/Units/Expenditures

Please complete the table below estimating the type, quantity, and cost of services expected to be purchased or provided in the next federal fiscal year. Base these numbers on total expenditures regardless of age of recipient for all non-waiver funds reported in CaMSS. Estimates should be based on current expected funds excluding any additional COVID supplemental funds that may be awarded. Units of service are per ACL reporting requirements and may differ from care plan units. Convert as appropriate.

Service	FFY 2022 Estimated Units	FFY 2022 Estimated Persons Served	FFY 2022 Estimated Expenditures
Personal Care (hour)	30,339	120	\$591,610
Home & Community Assistance (hour)	4,206	33	\$63,090
Chore (hour)	6	2	\$700
Home Delivered Nutrition (meal)	40,250	310	\$422,625
Adult Day Care (hour)	0	0	0
Care Management (hour)	4,160	1,403	\$832,000
Assisted Transportation (one-way trip)	0	0	0
Congregate Nutrition (meal)	78,156	1575	781,560
Nutrition Counseling (hours)	0	0	0
Legal Assistance (hour)	425	300	\$7,500
Nutrition Education (sessions)	40	925	\$900
Health Promotion: Evidence-Based (unduplicated persons)	N/A	155	\$30,000
Health Promotion: Non Evidence-Based (unduplicated persons)	N/A	201	\$1,613
Information & Assistance (contact)	8,600	7,740	\$7,310
Transportation (one-way trip)	28,976	238	\$101416
Other Services	N/A	N/A	\$345,000

Service	FFY 2022 Estimated Units	FFY 2022 Estimated Persons Served	FFY 2022 Estimated Expenditures
Title III-E Caregiver of Older Adults			
Caregiver Respite, In-Home (hour)	8,300	37	\$183,678
Caregiver Respite, Out- of-Home (day) (hour)	0	0	0
Caregiver Respite, Out- of-Home (overnight) (hour)	0	0	0
Caregiver Care Management (hour)	250	43	\$20,000
Caregiver Counseling (hour)	0	0	0
Caregiver Training (hour)	30	120	\$6,000
Caregiver Supplemental Services	N/A	N/A	\$12,000
Caregiver Support Groups (session)	12	24	\$960
Caregiver Information and Assistance (contact)	1386	1247	\$55,440
Caregiver Public Information Services (activity)	4	250	\$600
Title III-E Older Relative Caregiver			
Caregiver Respite, In-Home (hour)	0	0	0
Caregiver Respite, Out- of-Home (day) (hour)	0	0	0
Caregiver Respite, Out- of-Home (overnight) (hour)	0	0	0
Caregiver Care Management (hour)	0	0	0
Caregiver Counseling (hour)	0	0	0
Caregiver Training (hour)	0	0	0
Caregiver Support Groups (session)	0	0	0
Caregiver Supplemental Services	N/A	N/A	0
Caregiver Information and Assistance (contact)	0	0	0
Caregiver Public Information Services (activity)	0	0	0

Section 11 - CHOICE Plan Requirements

Per 455 IAC 1-5-3(a)(6), a CHOICE Plan must be submitted per the request of the Division of Aging and must contain the contents outlined below. At this time, we are requesting that you ensure that you have all required contents and that they are available upon request. **Please note that you are NOT required to submit this information at this time.**

CHOICE Plan Contents and Format:

Section 1 – Intake and Referral Process: Description of the referral and intake process, including eligibility determination protocols and method of eligibility notification.

Section 2 – Assessment Process: Description of the assessment process, format, and procedures used by AAA case managers including methodology for ensuring completion of ninety-day face-to-face assessments of CHOICE participants.

Section 3 – Nursing Facility Outreach: Describe the outreach and follow up methods for offering assessments to current nursing facility residents who apply for CHOICE.

Section 4 – Hiring Practices: Describe the methods of recruitment, screening, and hiring of staff.

Section 5 – Care Plan Development Process: Description of the procedures used to develop the plan of care including a timeline for the development process from start to implementation of services. Also, a description of the role the individual and/or their family play in the development of their care plan.

Section 6 – Area and Community Support Services: A list of all available long-term support services, both public and private, within the area.

Section 7 – Care Management and Service Coordination: Policies and procedures for the case management and service coordination, including case file documentation and record-keeping.

Section 8 – Coordinating CHOICE with Other Funding Sources: Policies and procedures for coordinating CHOICE with Medicaid state plan services, HCBS waiver services and other funding sources for in-home and community-based services. Describe the methodology for determining priority funding, last resort funding, and preventing duplication of services among funding sources.

Section 9 – Plans of Care Evaluation and Monitoring: Description of internal methods of evaluating plans of care to ensure participants are receiving quality services and direction. Describe how plans of care are selected for review, who conducts the monitoring, what criteria is used to evaluate the appropriateness of service and stewardship of funding, and the frequency of monitoring. Include policies and procedures for conducting QIPs internally and in collaboration with FSSA DA or its contractor.

Section 10 – Cost Sharing: Description of CHOICE cost sharing plan procedures, including cost share collection methods.

Section 11 – Complaint and Appeal Procedures: Description of complaint and appeal procedures, which include the process for notifying applicants or participants of the right to an administrative hearing, which incorporates the FSSA DA Complaint Policy for HCBS.

Section 12 – Waiting List: Description of policies and procedures for operating, maintaining, and clearing the AAA waiting list for CHOICE services in accordance with the requirements contained in these CHOICE Guidelines.

Section 13 – Budget: Budget Narrative and breakdown of spending in accordance with the contract between AAA and FSSA DA on the following categories: A Breakdown of Proposed Spending on Consumer Services; Assessments; Care Plan Development; Reassessments; AAA Administration; Any Other Appropriate Costs.

Section 14 – Provider Selection: Description of processes and procedures for selecting service providers. Including methods for ensuring a variety of CHOICE providers for participants to choose from.

Attachments

Attachments I – VI

Please see explanations provided in the 2022-2023 Area Plan Guidelines.

Attachment A - Organizational Chart

Please provide an organizational chart showing schematically all staff members, including titles and positions. Please include document and label, “22-23 AP AAA# - Attachment A- Organizational Chart”.

Attachment B - Congregate Nutrition Site Listing

See *Section 5 – AAA Service Overview* above and label as “22-23 AP AAA# –Attachment B – Congregate Nutrition Site Listings” when submitting.

Attachment C - Cost Allocation Plan

See *Section 8 – Financials* above and label document(s) “22-23 AP AAA# – Attachment C – Cost Allocation Plan”.

Attachment D – Disaster Preparedness

See *Section 9 – Disaster Preparedness* above and additional documents as “22-23 AP AAA# -Attachment D – Disaster Preparedness” and check the “Included” box in the Area Plan Components Checklist.