

Section 3

Description of the Area Agency on Aging

1. Describe how the Area Agency, on behalf of all older individuals, will carry out its role as the leader on aging issues in the PSA. Explain the community-based system of services and how it will promote independence, protect, and preserve the quality of life for seniors and caregivers.

Lafourche Parish is the longest parish in the state. All of Lafourche Parish is rural, and the agency specifically targets service delivery to those low-income minorities due to the elongation of the Parish of some 100 miles. Lafourche Parish is a parish on the move with the establishment of the Port Fourchon industry located in the lower part of the parish at the Gulf of Mexico, which provides access to waterway business to the entire country. The parish government seat is located in the city of Thibodaux, LA. The Lafourche Area Agency on Aging is located in Mathews, LA. Due to the elongation and partially rural status of the parish, the Lafourche Area Agency on Aging maintains nine Senior Centers to serve the elderly. Our transportation program is one of the most-needed services to the parish. It is the only transportation service in the parish.

The Lafourche Council on Aging/Area Agency on Aging, Inc., was chartered in 1973, as a private non-profit agency to provide services to the needy and frail elderly of Lafourche Parish who are 60 years of age or older. The agency receives state and federal funding for aging services through the Governor's Office of Elderly Affairs. Local funds are acquired through a millage and valorem tax. The agency exists to identify the needs of older persons and to coordinate agreement for the delivery of services. The agency administers the funding through contractual agreements with service providers in the Lafourche Parish planning and service area.

2. Describe how the agency coordinates and delivers services, the connection it has to local agencies/providers, strengths and weaknesses and how the agency ensures service system delivery.

The Lafourche Council on Aging, Inc. has formed a coalition with other agencies concerned for the well being of the seniors of the parish. Developing interagency and community partnerships help the area agency to effectively and efficiently respond to the needs of the community.

Heather Compeaux, Registered Dietician, provides health and nutrition education in the Senior Centers. Ocshner/St. Anne Hospital's Home Health Agency provides blood pressure and diabetes testing, as well as other health-related services. Nicholls State University students visit the homes of seniors, providing conversation and communication between young and old. With agencies working together, public and private, a difference can be made in the lives of the elderly in Lafourche Parish

Due to the elongated shape of Lafourche Parish, some isolated areas of the Parish are considered weak points for this agency. Providing services in these areas are not cost effective due to poor participation. However this agency does provide mass transportation for the elderly and disabled that are not provided the parish by any other agency. The Lafourche Council on Aging also works with Terrebonne COA, and St. Charles COA to provide services which are closer to their parish lines to our clients and LCOA reimburses them.

Strengths: Lafourche Area Agency on Aging/Council on Aging, Inc., benefits from collaborative decision making among public and private organizations in a effort to keep costs down creating additional dollars for services. Our system has strengthened due to positive results we have received in the community coordinating these efforts. The Lafourche Area Agency on Aging has a w mill property tax millage. This was an effort to provide more services to clients on a waiting list.

Weakness: There is a shortage of good, reliable, dependable workers for the home delivered meals program, as well as the homemaker and transportation programs.

→ Pg. 14
Listed below is a summary of services available throughout the Planning and Service Area provided by the Lafourche Council on Aging, Inc.

- Homemaker Services
- Information and Assistance
- Legal Services
- Utility Assistance
- Congregate Meals
- Nutrition Education
- Home Delivered Meals
- Wellness
- NFCSP Information and Assistance
- NFCSP Individual Counseling
- Follow Up Evaluations

In addition to the above services, the Lafourche Area Agency on Aging provides the following services:

- Medicaid Enrollment Center
 - SNAP Enrollment Center
 - Telephoning
 - Medical Alert
 - SHIP Program Counseling
 - Assistance in Enrolling in Medicare Part D
 - Senior RX Program Prescription
 - Food For Seniors Commodity Distribution
 - Flu Shots at Health Fair
 - Housing Referrals
- Unmet Needs Program

3. Explain leadership efforts and involvement with the community to help persons with disabilities and their caregivers.

The Lafourche Council on Aging Executive Director is involved with different community agencies to see what services are available in order to help persons with disabilities and their caregivers. She then brings the information to her staff. The Outreach worker then refers persons with disabilities and their caregivers to the appropriate agency.

4. Describe the administrative functions of the Area Agency, the organizational structure, the effectiveness of services, any expansion efforts, planned changes and attach the organizational chart (clearly define lines of authority).

The Lafourche Area Agency on Aging is governed by a Board of Directors. The Board consists of 15 members who meet bi-monthly to discuss and oversee all actions of the Agency. The AAA governing body has the authority to:

- Appoint the director of the AAA;
- Determine personnel, organization, fiscal and program procedures subject to GOEA policies;
- Determine overall program plans and priorities for the AAA, including provisions for evaluating performance;
- Grant final approval on program proposals and budgets of service providers under the area plan;
- Assure compliance by all subcontractors with all rules, regulations, and GOEA policies;
- Supervise the extent and the quality of participation of the elderly in the programs of the AAA and its subcontractors; and
- Determine the rules and procedures of the governing body subject to GOEA policies.

The Area Agency also has an Advisory Council consisting of nine members interested in the welfare of the elderly population in this community. This Council meets bi-monthly, one week prior to the Board of Directors, purposely to advise, suggest, and to direct the Board of Directors on issues they consider to be of importance to the independent living of the elderly.

The Executive Director, under the guidance of the Board of Directors and the Advisory Council, has the responsibility of the overall management of all programs administered by the Agency, planning and development, and contractual management of the agency's registered and supportive services programs. The Director also has the advocacy role for all the elderly and their needs and must assure that the Area Agency complies with the specifications set forth in the Area Plan.

A staff of caring and qualified individuals helps to deliver a comprehensive system of services for the elderly in the Public Service Area, by providing a system for all necessary supportive services,

including nutrition services in a manner designed to facilitate accessibility to, and utilization of, all supportive services and nutrition services provided within the PSA. To develop and make the most efficient use of supportive services and nutrition services in meeting the needs of older individuals, and use available resources efficiently and with a minimum of duplication. The agency also encourages and assists the public and private entities that have unrealized potential for meeting the service needs of older individuals to assist older individuals on a voluntary basis. Each program has a program coordinator who oversees each aspect of his/her program including monitoring and assessing, timely and accurate reporting of guidelines as required. A toll free number (1-800-879-4400) is established to eliminate long distance calls for seniors and easy access.

Due to the elongated shape of Lafourche Parish and limited funds for services, some isolated areas of the Parish are considered weak points for this agency. Providing services in these areas are not cost effective due to poor participation. However, this agency does provide services, such as mass transportation for the elderly and disabled that are not provided in the parish by any other agency.

Section 4

Planning Process/Establishing Priorities

1. Give an overview of the steps utilized by the Area Agency during the planning process. Explain how the agency established planning priorities.

- A needs assessment survey was completed utilizing the Senior Needs and Services Survey, and assessment tool provided by the Governor's Office of Elderly Affairs. The process involved dissemination of the survey to residents. Surveys were distributed throughout Lafourche Parish in the local establishments, senior centers, Board of Directors, Advisory Board, Chamber of Commerce, doctors offices, parish President and Councilman, Mayor in Town of Golden Meadow, including Councilmen, Mayor City of Thibodaux, including councilmen Town of Lockport Mayor and all councilmen. Surveys were also given to local churches, dialysis centers, on the transportations buses, to all home bound clients receiving homebound services and commodity distribution sites.

2. Explain how the Area Agency provides opportunities for public involvement in the planning process, specifically using public agencies, governmental entities, local business, and current/past program participants.

The following was a collection of the needs surveys, that the Lafourche Area Agency on Aging conducted several community meetings to address the needs and concerns of the elderly residents in Lafourche Parish.(See appendix 2)

Of those responding to the Senior Needs and Services Survey, please note the following:

Age groups:

55 – 60	24
61 – 70	57
71 – 80	117
80 plus	175

Gender: 135 Males and 320 females responded

Section 5

Methods Used to Determine Service Needs

1. Describe below how the Area Agency assessed the needs of older persons and adults with disabilities residing in the planning and service area. Give details of the process and methods used (tools or instruments used).

The needs survey was sent to all doctors offices in Lafourche Parish, dialysis centers, hospitals, home health agencies, United Way agency and local churches. Only 9 surveys were returned. See appendix 3.

2. Which home and community-based services have a waiting list? Detail your plan to reduce or eliminate these waiting lists.

We currently have a waiting list for personal care. We are working with local Home Health Agencies to make sure there is not a duplication of services. We also have a waiting list for Homemaker services and Home delivered meals. We have been very short handed therefore it has been a problem to put everyone on the services they qualify for. Our goal for the next four years is to find good qualified employees who are willing to work to help us to get the majority of people off the waiting list.

Service Needs

1. Based on the information and methods used to determine service needs, list the prevalent service needs of older persons and adults with disabilities in the PSA. Include discussion regarding whether information was received from organizations or agencies that specifically serve persons with disabilities and whether such information was incorporated into the Area Plan. (Office of Aging and Adult Services, Alzheimer's Association, Office of Behavioral Health, Long Term Care Units, Office of Disability Affairs, etc.)

Although needs assessments were sent to agencies that specifically serve persons with disabilities, such as the Behavioral Health, Long Term Care Units, and office of Disability Affairs, there were no responses from those Agencies. The ones that did respond were Ochsner Womens Care, Dr. Eddie Smith, MD, Representative Jerry Truck Gisclair, Southeast Legal Services, SNAP, Raceland Dialysis, Dr. Neil Maki, Raceland Recreation, Oral Facial Surgery Center.

Needs were:

- Knowing what services are available and how to get them.
- Help with dental care, eye care and hearing aids
- Preventing falls and other accidents
- Information or help applying for health insurance or prescription coverage
- Someone to call when I feel threatened or taken advantage of

2. Give a brief overview of how the Area Agency will address the top five (5) needs identified. (Specific details of goals and objectives are required in Section 10: Goals and Objectives.)

The following was a collection of the needs surveys, the Lafourche Area Agency on Aging conducted several community meetings to address the needs and concerns of the elderly residents in Lafourche Parish. (see appendix 4) All aspects of part 1 and part 2 of this plan were discussed. The necessity of services as well as the possibility of this agency to perform these services. They expressed their concerns and needs to better enhance the cooperation of the community agencies to help meet the needs of the community. Thoughts and comments from elderly citizens were heard. It is though this kind of collaboration that this agency intends to broaden the scope of services to the elderly. Priorities for unmet needs established through the community meeting include.

Service to Most-in-Need

Identify and explain how the Area Agency will address vulnerable and most-in-need citizens of the PSA.

The Area Agency on Aging traditionally serves the needs of the vulnerable and most in need elderly citizens through research, outreach, assessments and information and assistance. It has a resource director of service providers in the community which enhances collaboration between agencies to provide strives for the elderly and to address the needs met and unmet in the community.

Needs Identified

- Knowing what services are available and how to get them.
- Help with dental care, eye care and hearing aids
- Preventing falls and other accidents
- Information or help applying for health insurance or prescription coverage
- Someone to call when I feel threatened or taken advantage of

Describe the existing and potential needs of older adults, adults with disabilities, and their caregivers in the PSA.

Existing and potential needs of older adults, adults with disabilities and their caregivers in the PSA are

- Home delivered meals
- Homemaker services
- Help with purchasing medications
- Entergy assistance
- Personal Care
- Transportation
- Exercise
- Legal Assistance
- Health Screenings

Resources

1. Determine existing services and resources within the PSA currently available for addressing the needs identified.

Through increased commitment to service of the elderly, the Lafourche Area Agency on Aging proposes to continue to provide the following services.

Congregate Meals	Health Screening Assessments
Home Delivered Meals	Transportation
Homemaker Services	Outreach
Information & Assistance	SHIIP
Legal Services	Entergy Assistance
Material Aide	National Family Caregiver
Telephoning	Disease Prevention & Health Promotion
Respite Care	Medicaid Applications
Assistance with applying for benefits	Applying for fruits and vegetable vouchers

Lafourche Area Agency on Aging will continue to provide its current services to the aging population; however as a result of the needs assessments, additional focus will be placed on assisting clients with finding appropriate resources such as help with eye care, dental care and dentures. Will assist clients with knowing what services are available and how to get them. Will assist clients on how to prevent falls.

2. Explain the association between the Aging Agency and the local Aging and Disability Resource Center.

The Area Agency on Aging helps clients when they can, if they need further help which the Area Agency can not provide, we send them to the Aging and Disability Resource Center.

Service Gaps and Barriers

Provide a description of unmet needs, under-utilized services, gaps, and barriers that prevent access to services.

Adequacy of resources, both public and private was discussed at a public hearing following completion of a Needs Assessment Survey and Community Meetings. (See appendix 4) It was determined that community resources could be increased in the Parish. Lafourche Area Agency on Aging will continue to meet these unmet needs.

Budget Impact

Explain how the AAA budget will be impacted by the Area Plan. Briefly describe possible funding sources. How will additional funding be obtained to close service gaps?

The Lafourche Area Agency on Aging/Council on Aging is very fortunate to have a two mill property tax. Therefore, the budget should not be impacted.

Section 6

Targeted Populations

Describe how the AAA's policies meet the need of the targeted populations. Include a review of the targeting priorities established in the OAA. Explain how the Area Agency will target specific goals as outlined in the GOEA State Plan (See GOEA Website; Documents). Identify existing target populations in the PSA and methods used to identify them. Expound on their characteristics, locations, and needs. How will they be addressed in the current Area Plan? How has this changed from the previous plan? Discuss barriers that may exist for providing services to those targeted populations, and how the AAA plans to overcome those barriers.

Several Community Meetings were held throughout Lafourche Parish. The results of the meeting echoed the results of the needs assessment. Services were prioritized as:

In Home and Community Based Services – Preventing falls and accidents in the home.

Health Care – To continue with the helping of purchasing medications and apply for health coverage to assist as many clients as possible and market the program through local churches, health care agencies, and work with doctors offices to get medications

Health Care – To assist clients with Dental Care, Dentures and Eye Care (eyeglasses and hearing aids)

Financial -- To assist clients in knowing what services are available and how to get them in the least expensive way.

Other Services – Someone to call when I feel threatened or taken advantage of.

Section 7

Community Meetings

LAFOURCHE Area Agency on Aging

Area Plan Needs Assessment Community Meeting Record
Fiscal Years 2016-2019

Date of Meetings:

Location of Meetings:

June 9, 2014

June 10, 2014

June 11, 2014

June 12, 2014

June 17, 2014

1. Describe the format and attach copies of the agenda for the meeting.

These meetings were informal. The agenda for the meeting was formed utilizing the information gathered from the