WESTERN CT AREA AGENCY ON AGING, INC.

AREA PLAN

OCTOBER 1, 2017 – SEPTEMBER 30, 2021

SUBMITTED JUNE 26, 2017

WCAAAA
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EXHIBIT II-8

Area Plan in Detail: Statement of Goals, Objectives and Strategies

Instructions for Completing the Area Plan in Detail

Instructions: The Area Agency is asked to provide the State Unit on Aging (State Department on Aging – SDA) with its Four Year Goals, Objectives and Strategies. This section should reflect the needs identified in Exhibit II-6. All objectives listed in Exhibit II-7 should be addressed. Please use a separate page for each objective.

The Plan shall be written to reflect the Agency's Goals, Objectives and Strategies to meet the needs of older adults in its region. The plan shall address programs and services across all SDA funding sources. The plan shall provide information on the specific core services that will be delivered to consumers in the planning and service area and how the service delivery model that will be used to reach the targeted older adults.

Definition of Goal, Objective and Strategy for the purpose of the Area Plan:

GOAL: Goals describe the impact an AAA will have within a given service area for a specific period of time to address identified needs. A goal statement is broad and does not include the specific outcome(s) or objective(s) and/or stated strategies to reach the goal/objectives.

- Goals should be related to the topical areas of need addressed by the Plan;
- Goals should be listed in order of their importance;
- The rationale, objectives, and strategies related to a given goal should be together under the appropriate goal;
- The rationale for each goal should clearly explain how and why an objective was selected;
- The rationale should relate the goal to the findings of the AAA during the planning process and specifically cite reference;
- The rationale should outline the goal's basis for development (i.e., gaps in service identified as a need through planning process, follow up on AAA accomplishments/initiative, coordination effort;
- The State Unit on Aging is not requiring the AAA to submit a specific number of goals. The AAA should determine its own goals.
OBJECTIVE: Objective statements provide a specific description of what the AAA intends to do to accomplish a particular goal in a specific period of time. Generally these statements will include a ‘countable outcome by which a goal can be measured’. There may be one or more stated objectives identified to ensure a stated goal is met.

- The AAA should list the objectives to be addressed during the four year planning period. These objectives should relate directly to the goals established for the region. The objectives should summarize the accomplishments expected by the end of the plan and serve as a tool to evaluate the agency’s performance throughout the next four years;
- The State Unit on Aging is not requiring the AAA to submit specific plan objectives for program areas. The AAA should develop its objectives based on information gathered through its planning process;
- Routine administrative functions of an Area Agency are not to be included as objectives.

STRATEGY: An activity undertaken to accomplish a particular objective that enables the AAA to meet its stated goal. In almost all cases, more than one strategy will need to be identified to meet each goal/objective.

- Strategies listed should be specific, single focused, measurable or verifiable task/milestones planned to achieve each objective;
- Each strategy should stand independently;
- Include numerical targets where appropriate and dates of completion. If the strategy is ongoing throughout the duration of the Area Plan, please indicate as such.

Note: Timeframes for strategies should correspond to reasonable completion dates, not necessarily one year or year-end increments. Annual updates will be required thereafter. As stated above, if an activity will take eighteen months, please note appropriate date of completion.

WCAA GOALS, OBJECTIVES AND STRATEGIES

Goal 1: Facilitate access to federal, state and local benefits and services so that seniors can make informed decisions about community living options.
Objective 1.1: Streamline the WCAA's system of providing information and assistance to seniors and caregivers.

Strategies:

1. Work with DSS and SDA in refining and developing the No Wrong Door system and then provide informational assistance to towns in their implementation of the concept. (2018 and ongoing)
2. Redesign and continuously refine the WCAA's website to be more user friendly with more immediate access to federal, state and local benefits through the use of links to benefits' applications and videos. (2018 and ongoing)
3. In conjunction with DSS and SDA, sponsor person centered training and related educational opportunities for WCAA staff, volunteers and the provider networks throughout the area plan period. (2018 and ongoing)
4. Award Older Americans Act and state funds annually to community providers in accordance with state and federal regulations including the minimum funding percentages established by the State and include a special condition on all awards that grantees/contractors must agree to attend trainings/educational programs concerning No Wrong Door initiatives when implemented as well as refer seniors to the WCAA's CHOICES and I & A system when benefits' assistance is needed. (2018 and ongoing)
5. Seek funding for focused outreach projects to target special underserved population groups such as rural, LGBT, socially and economically limited or isolated seniors so that they are aware of federal, state and local benefits/services. (2018 and ongoing)
6. Work with the State Department on Aging and Department of Social Services to refine the MY Place CT website so that consumers can access the most current benefits' information and provide assistance in marketing the website.
7. Continue to develop and refine a list of special interest/population groups in the western area that can reflect needs and service desires of their particular interest groups including minority, LGBT, persons with specific disabilities, and distribute alerts on benefits and services to these groups (2018 and ongoing)
8. Continue recruitment campaign for town specific volunteers who can qualify for Choices certification, develop and implement an email alert system for the certified CHOICES volunteers so that they are constantly informed about new eligibility requirements and benefits. (2018 and ongoing)
9. Make refinements to the WCAA's website including facilitation of access through a variety of languages. (2018)
10. Work with the State Department on Aging, Department of Social Services and other state agencies in implementation of systems such as No Wrong
Door which will facilitate easy consumer entry in the State’s long term care services and supports system, especially as these systems focus on the target groups above. (ongoing following NWD implementation)

11. Continue to utilize the warm transfer technology so that seniors in greatest need can be seamlessly connected to the appropriate groups. (2018 and ongoing)

12. Sponsor enrollments events annually in concert with community groups to ensure that low income seniors have assistance needed to access benefits, follow up with seniors to ensure that benefits are received (2018 and ongoing)

13. Build on previous successful radio and video activities to integrate benefits and services information with the SMP Program activities. (2018 and ongoing)

14. Continue outreach in western elderly housing complexes through Resident Service Coordinators and continue to sponsor training opportunities for RSCs serving the western area.

Objective 1.2: Streamline access to LTSS as well as other community systems.

Strategies:

1. Utilize the assessments conducted by the WCAA’s Registered Dieticians to follow up on home delivered meal clients who are determined to be economically or socially isolated or otherwise need services (2018 and ongoing)

2. Continue efforts of certified CHOICES Counselors (staff and volunteers) in screening seniors for the Medicare Savings, Low Income Subsidy, Emergency Fuel other similar programs aimed at helping seniors save money. (2018 and ongoing)

3. Continue to offer a variety of home and community based services and research opportunities to expand those programs so that more seniors can be served. (2018 and ongoing)

4. Continue to work with western area senior centers, Resident Service Coordinators, town Municipal Agents and social workers, network providers, and consumer groups to identify persons who might benefit from public and/or private benefits or services to mitigate further risk. (2018 and ongoing)

5. Continue to operate the CT Home Care Program (CHCP), Acquired Brain Injury Program (ABI), Congregate Housing Services Program (CHSP), National Family Caregiver (NFC), Alzheimer’s Respite Care (ARC) and special direct service projects through local resources so that persons in greatest social and economic need have access to direct services. (2018 and ongoing)

6. Promote person centered care plans for all participant centered direct service programs through modification of assessment forms, continuous
staff training and dissemination of information concerning the new care planning opportunity. (2018 and ongoing)

7. Develop a special caregiver section on the WCAA’s website that highlights special services to help reduce caregiver stress. (2019 and ongoing)

8. Work with the western area Transportation Ombudsman to update the transportation directory for the 41 town area and ensure that the updated directory is highlighted on the Agency’s website.

GOAL 2: FACILITATE ELDERS’ UNDERSTANDING OF THEIR RIGHTS INCLUDING RIGHT TO ABUSE FREE LIVING ENVIRONMENT

Objective 1: Provide education about elder abuse and neglect including methodologies to recognize such situations and intervention options.

Strategies:

1. Provide support to the CT Ombudsman and Protective Services for the Elderly Programs, criminal justice, law enforcement, legal and medical systems as well as consumer groups in educating entities and consumers on elder abuse issues and signs. (2018 and ongoing)

2. Publicize the State’s Probate system website and planned educational website for conservators to ensure effective conservator education, thereby mitigating risk to the conserved population. (2019 and ongoing)

3. Continue to work with the State Department on Aging and statewide Elder Justice Coalition to develop a Conservator Training Program and continually monitor its’ utilization in the western area. (2018 and ongoing)

4. In conjunction with the CT State Department on Aging, develop and continuously refine programming for special population groups such as LGBT, seniors with limited English proficiency, and those with chronic diseases to increase access to benefits and services. (2018 and ongoing)

5. Increase collaboration among western area emergency and health care personnel, courts and consumers to identify and effectively deal with elder abuse or neglect. (2018 and ongoing)

GOAL 3: ENSURE EFFECTIVE AND RESPONSIVE MANAGEMENT

Objective 1: Maintain high quality management standards to ensure responsiveness to local municipal concerns, state and federal regulations and concerns of seniors and their caregivers.

Strategies:

1. Develop a reporting system for Chief Elected Officials that includes special census data on seniors and WCAA service data (by units and seniors)
so that town planning efforts may focus on meeting needs of the most socially and economically challenged seniors. (2018 and ongoing)

2. Continue to utilize the SDA’s MIS system (Management Information System) in analyzing our success in targeting. (2018 and ongoing)

3. Work with the SDA to refine the MIS system. (SDA timeframe)

4. Respond to federal, state and/or local Requests for Proposals to increase services and benefits’ access for seniors in rural areas and those who are low income. (2018 and ongoing)

5. Work with SDA and the CT Association of Area Agencies on Aging to successfully integrate VRPM requirements in CHOICES and SMP functions. (2018)

6. Ensure that the activities of external partners such as the Transportation and Nursing Home Ombudsman Programs, local funding partners and State agencies are closely coordinated with and potentially integrated into WCAAAA programming.

GOAL 4: INCREASE OPPORTUNITIES FOR SENIORS TO PARTICIPATE IN HEALTHY AGING PROGRAMS

Objective 1: Encourage cost efficient and effective congregate meal pilot projects among western area senior centers and nutrition providers that respond to seniors’ food preferences.

Strategies:

1. In conjunction with congregate meal providers and senior centers, research successful pilot projects in the US for applicability in the western area. (2018 and 2019)

2. Continue participation in the SDA’s statewide Elderly Nutrition Group. (2018 and ongoing)

3. Research evidence based nutrition programs and integrate at least one such program in one senior center or other congregate nutrition site. (2019)

4. Continue to convene meetings every six months in the Central Naugatuck Valley, Housatonic and Litchfield-Hills, Northwest areas with nutrition programs and stakeholders in the nutrition process such as senior centers, other site’s management. (2018 and ongoing)

5. Encourage attendance at statewide nutrition training/educational events by western area Registered Dieticians and congregate site personnel. (2018 and ongoing)

6. With assistance of the WCAAA’s Registered Dieticians, develop a priority list for assessments of home delivered meal participants that takes into consideration, the referral order from a participant’s physician. (2018)

7. Monitor home delivered meal wait lists to ensure that seniors who are socially isolated, residents of rural or other high priority geographic areas
or in need of food are immediately connected to nutritional resources. (2018 and ongoing)

8. Encourage the designated western area Focal Points to offer a wide range of evidence based programming and advertise those opportunities to area senior centers to arrange transportation for their town’s seniors who wish to participate. (2019 and ongoing)

9. Encourage senior centers to form “hubs” of towns and jointly advertise their activities so that seniors can participate in a variety of activities throughout a small regional area. (2019 and ongoing)

Objective 2: Increase opportunities for evidence based wellness programs.

Strategies:

1. Award Title III D funds to the highest level evidence based programs and include a special condition on grants/contracts that seniors suspected of needing assistance in seeking benefits/services will be immediately referred to the WCAA for follow up. (2018 and ongoing)

2. Monitor the awards made to community providers with Title III D funds to ensure that they maintain fidelity to the highest quality evidence based programming. (2018 and ongoing)

3. Notify participants of all programs including home delivered and congregate meals, Congregate Housing Services, Money Follows the Persons, CT Home Care Program, National Family Caregiver, Alzheimer’s Respite Care of opportunities to take advantage of evidence based programs through alerts, hand outs at home based assessments and personalized mailings (based on priorities such as diabetes, other chronic health conditions). (2018 and ongoing)

4. Work toward sustainability of evidence based programs through continuing to partner with the Healthy Aging Collective and participation in the CT Collaboration effort. (2018 and ongoing)

5. Work with the State Department on Aging and Alzheimer’s Association to develop a widespread information campaign on Alzheimer’s disease and related dementia in the western area that includes participants in the MOW, CDSMP, DSMP, CHCP and CHSP programs at minimum. (2018 and on going)

6. Encourage residents of western area elderly housing complexes to participate in evidence based wellness program through information provided by Resident Service Coordinators. (2018 and ongoing)

Objective 3: Ensure the provision of meals for the senior population in relation to federal and state funds for that purpose.

Strategies:
1. Refine our nutrition assessment process so that the Registered Dieticians can concentrate on seniors in greatest social and economic need. (2018)
2. Continue assessments of home delivered meal clients through use of the WCAAAs prioritization procedures approved by the WCAAAs Board of Directors and SDA. (on going)
3. Continue to monitor congregate meal sites and home delivered meal routes, make reports to SDA and enforce changes so that there is 100% compliance with state regulations. (2018 and ongoing)
4. Develop a nutrition section on the WCAAAs website to include the latest healthy food/nutrition trends for seniors as well as link to USDA news.
WCAAA staff made two presentations to the Agency’s Advisory Council and Board of Directors concerning the two major sectional exhibits that comprise the Area Plan. Both groups had one month to comment and make changes to working. A public hearing was advertised to municipalities, senior centers, WCAAA grantees and contractors, networks, Advisory Council and Municipal Agents three weeks prior to the public hearing. Comments could be made to the Board of Directors any time during the three weeks. A reminder email soliciting comments was sent to towns, senior centers and Municipal Agents. The entire draft Area Plan was also made available on the WCAAA’s website. One letter was received and is attached. The public hearing was held on June 14, 2017.

The letter of comment contains support for the draft Area Plan and positive acknowledgement of planned healthy aging and nutrition programs and strategies.
Western Connecticut Area Agency on Aging
Draft Area Plan, 2018 - 2021
84 Progress Lane
Waterbury, CT 06705

Christina Findler

As the town of New Milford Senior Services, we are writing this letter of support for the WCAA’s 2018-2021 draft area plan. This plan promotes Western Connecticut’s seniors ability to maintain their health and independence to remain in their own homes and community as long as possible.

Goal four which is to increase opportunities for seniors to participate in healthy aging programs has innovative strategies that really encourage cost efficient congregate meal projects. The strategies of the conjunction of congregate meal providers and senior centers working together on pilot programs would be effective. The result will most certainly be continuous improvement in the achievement of meeting the nutritional needs and socialization for older adults.

Research has consistently proven the importance of older adults receiving adequate nutrition that is critical to their health, functioning, and the quality of life. In addition to providing nutrition and nutrition related services, the Elderly Nutrition Program provides an important link to other needed supportive in-home and community-based services, a connection to financial programs, transportation, physical activity programs, and educational programs.

As the town of New Milford Senior Services, we highly support the WCAA’s area draft plan and believe the implementation of this plan will promote health among older adults through the Elderly Nutrition Program.

Respectfully,

Carolyn M. Haglund
Director

Leonardo Rio
Municipal Agent

Mihá LeVasseur
Municipal Agent