

2009 – 2012
Centralina Area Agency on Aging

AREA PLAN REVIEW



VERIFICATION OF INTENT

**THE AREA PLAN ON AGING IS HEREBY SUBMITTED FOR
THE CENTRALINA AREA AGENCY ON AGING FOR THE
PERIOD JULY 1, 2008 THROUGH JUNE 30, 2012. IT INCLUDES
ALL ASSURANCES AND PLANS TO BE FOLLOWED BY
THE CENTRALINA AREA AGENCY ON AGING UNDER THE
PROVISIONS OF THE OLDER AMERICANS ACT, AS AMENDED
IN 2006 (PUBLIC LAW 109-365); HEREAFTER REFERRED TO
AS THE ACT.**



COUNTY PROFILES

COUNTY/REGION	60+*	60+ Poor*	60+ Minority*	60+ Rural*	60+ Poor Minority*	60+ Native Americans*	60+ Severe Disabilities**	70+*
ANSON	5,017	850	1,758	3,679	298	5	576	2,616
CABARRUS	24,038	2,133	2,408	6,697	214	30	2,634	11,852
GASTON	35,821	4,045	3,805	7,955	430	47	3,849	17,846
IREDELL	24,872	2,313	2,743	12,361	255	23	2,820	12,165
LINCOLN	12,522	1,618	610	7,731	79	12	1,348	5,756
MECKLENBURG	101,055	8,930	24,249	3,913	2,143	168	10,981	47,976
ROWAN	24,516	2,669	3,027	10,082	330	34	2,840	12,929
STANLY	11,549	1,139	938	7,788	93	12	1,278	5,940
UNION	23,223	2,153	2,418	11,574	224	26	2,300	10,357
REGION F	262,613	25,850	41,956	71,780	4,066	357	28,627	127,437



Projected Increase in Population (2008 – 2012)

County/Region	2008	Population Increase								2012
	60+ Pop	2008 - 2009		2008 - 2010		2008 - 2011		2008 - 2012		60+
	(Base Year)	#	%	#	%	#	%	#	%	Population
Anson	4,904	79	1.6%	164	3.3%	244	5.0%	318	6.5%	5,222
Cabarrus	25,992	906	3.5%	1,776	6.8%	2,627	10.1%	3,613	13.9%	29,605
Gaston	37,751	1,016	2.7%	2,022	5.4%	2,950	7.8%	3,998	10.6%	41,749
Iredell	26,709	893	3.3%	1,858	7.0%	2,754	10.3%	3,802	14.2%	30,511
Lincoln	13,220	389	2.9%	804	6.1%	1,268	9.6%	1,757	13.3%	14,977
Mecklenburg	108,022	4,919	4.6%	9,583	8.9%	14,220	13.2%	19,251	17.8%	127,273
Rowan	24,982	444	1.8%	915	3.7%	1,320	5.3%	1,858	7.4%	26,840
Stanly	11,775	175	1.5%	375	3.2%	576	4.9%	824	7.0%	12,599
Union	26,159	1,514	5.8%	2,887	11.0%	4,131	15.8%	5,614	21.5%	31,773
Region F	279,514	10,335	3.1%	20,384	6.1%	30,090	9.1%	41,035	12.5%	320,549



Exhibit 8b: Assessment of Livability and Senior-Friendliness—Regional Summary

There were no regional priorities under Technology, Safety & Security, Social & Cultural, or Public Responsiveness



Physical & Accessible Environment	<ul style="list-style-type: none"> 6 out of 9 counties are concerned about resources for those older adults who do not have adequate access to transportation 5 of the 9 counties identified road safety as a priority concern with their county 	High
Healthy Aging	<ul style="list-style-type: none"> 5 of the 9 counties are concerned about adequate number of dentists to provide services, those who will accept Medicaid and affordable dental care 	High
Economic Security	<ul style="list-style-type: none"> Rising health care costs continues to be of great concern to many older adults. It was identified as a priority concern in 5 of the 9 counties 	High
Access & Choice in Services & Supports	<ul style="list-style-type: none"> Resources and support for caregivers is a concern for older adults in 6 of the 9 counties. There are multiple issues for caregivers but this provides additional indication of the desire of older adults to remain in the home and the tremendous needs of caregivers to make this happen With the increasing number of older adults and the interest to remain in the home and community, 5 out of the 9 counties pointed to additional home and community services in order to support older adults and their caregivers. 	High



Exhibit 9b: Assessment for Developing Comprehensive and Coordinated System—Regional Summary

There were no regional priorities in Residential Services, Senior Centers, or Nutrition Services.

Supportive Services	<ul style="list-style-type: none"> • There is a shortage of affordable housing for older adults in all 9 counties with four counties identifying housing options as minimal. In addition to additional housing, resources for Housing and Home Improvement are also a high priority • Three counties do not have adult day services and five counties do not have adult day health. The additional counties who have services need resources to assist families to pay for these services • Transportation continues to be a high priority in all counties • In Home Aide services are also a high priority in all counties – primarily for financial resources to help pay for the services 	High
Health Care	<ul style="list-style-type: none"> • There is a need for dental care in residential and community environments as well as dentists who will accept Medicaid. • Medication Management is a critical issue for seniors living independently in the community as well as those in facility care. Medicare Part D also continues 	High



MISSION STATEMENT

The Mission of Centralina Area Agency on Aging is to improve the quality of life for older and disabled adults and those who provide their care.

VISION STATEMENT:

CENTRALINA AREA AGENCY ON AGING WILL PROVIDE LEADERSHIP, ADVOCACY AND DIRECTION FOR THE DEVELOPMENT OF A COMPREHENSIVE SYSTEM OF CARE THAT ENABLES OLDER ADULTS, DISABLED ADULTS AND THEIR FAMILY CAREGIVERS TO LIVE THEIR LIVES AS THEY CHOOSE.



Exhibit 19: Area Agency Management and Staffing

*AREA AGENCY Management and Staffing:
Effective use of personnel resources to meet AREA
AGENCY objectives*

- AREA AGENCY Director and staff members work together to fulfill AREA AGENCY mission.
- AREA AGENCY staff is regarded by stakeholders as knowledgeable in their respective areas.
- AREA AGENCY is staffed in positions supported with aging funds to fulfill AREA AGENCY goals and objectives.



1 R	<p>AAA staff will be competent to perform the assigned job</p> <ul style="list-style-type: none"> By April of each year, 100% of the AAA staff will complete a performance evaluation and perform at a minimum of "effective"
2 R	<p>By June 2012 100% of AAA staff will have increased skills in order to perform their job</p> <ul style="list-style-type: none"> In April of each year staff will identify and attend a minimum of one annually training needed in order to better perform their job By June 2012 100% of AAA staff will attend at least two national/regional conferences in order to be aware of national trends Each Ombudsman will retain their certification annually by attending 75% of the required training
3 R	<p>As knowledgeable resources during the four year period AAA staff will serve on State and national and regional boards at least one year</p> <ul style="list-style-type: none"> Regular attendance and hold officer position in the NC4A Serve as Board member for SE4A Serve as Board member for N4A and Treasurer Serve on the N4A/AoA Choices for Independence Advisory Committee Regular attendance and officer with the NC Ombudsman Association Regular attendance with the FCSP program Regular attendance position with the NC Aging Specialist Association Participation on at least two state committees Officer and participation with National Association of Local Long Term Care Ombudsman
4 R	<p>Annually develop and distribute annual reports:</p> <ul style="list-style-type: none"> Provide and publish results on work of the Area Agency in all sections of the Centralina Council of Governments Annual Report The Ombudsman annual report for distribution to SLTCO and COG member governments.



5	R	<p>Integration of all staff into planning process on the county level through:</p> <ul style="list-style-type: none"> • Identify AAA staff team for each county (i.e. omb, aging specialist & Title V Specialist, caregiver) • Each member of team attend at least one county planning meeting each year (like HCCBG, ADRC, coalition meetings, planning meetings, council on aging meetings, etc.) • Team meet at least annually to identify key areas of focus for the year 	All
6	R	<p><i>By June 2012, 100% of AAA staff will be cross-trained to support at least two functions of the AAA</i></p> <ul style="list-style-type: none"> • <i>Staff will attend and/or present to Regional Advisory Committee</i> • <i>Each staff will attend one of the State NC4A meetings within the next 4 years</i> • <i>Each staff will attend at least one Senior Tar Heel Legislative meeting in Raleigh over the next four years</i> • <i>Each staff will attend the Community Advisory Committee Orientation by December 2011</i> • <i>All staff attend the state orientation to NC aging programs by 2011</i> 	All
7	R	<p>Integrate Area Agency on Aging into the work of Centralina Council of Governments by annually:</p> <ul style="list-style-type: none"> • Regular attendance and participation in the Leadership Team by at least one representative of the Area Agency on Aging at 80% of the meetings • One staff person serve on at least one special COG committee annually 	All



Exhibit 20: Planning

- *Planning: Search for and application of information to set and pursue goals*
- AREA AGENCY articulates a vision of a comprehensive and coordinated system of home and community-based care and services for older adults, their families and caregivers that are consistent with services and care needs of older adults in its region.
- AREA AGENCY develop strategies for how its vision will be realized that are consistent with service and care needs of older adults, their families and caregivers in its region.
- AREA AGENCY takes a lead role in assisting counties to plan for a comprehensive system of home and community-based care and services.
- AREA AGENCY actively solicits consumer and stakeholder (traditional and non-traditional) input in development and review of area and local plans.
- AREA AGENCY has a set of goals, objectives and strategies that accurately reflect AREA AGENCY activities which are consistent with the mission of the AREA AGENCY and the needs of the community.
- AREA AGENCY effectively uses stakeholder groups and advisory committees in the development and implementation of an area aging plan.



1	R	<p>The AAA staff will develop an action plan for the Area Agency by:</p> <ul style="list-style-type: none"> • Monitoring progress on the Area Plan at least twice per year • Meet monthly in staff meetings • Quarterly evaluate Progress of plan and update implementation plan
2	H	<p>Older adults will have access to health promotion disease prevention activities that have documented results in improving health:</p> <ul style="list-style-type: none"> • By June 2009 a second master trainer in Chronic Disease Self Management Program will be on the AAA staff • By June 2010, the Area Agency on Aging will have trained a minimum of two CDSMP trainers for each of the 9 counties • By June 2010 the Area Agency on Aging will have trained at least one Matter of Balance trainer in each of the nine counties • By June 2011 the Area Agency on Aging will require that Health Promotion Disease Prevention funds be used to provide at least one class annually in CDSMP, Matter of Balance and one of the Evidence based Exercise programs in each of the nine counties • Convene quarterly meetings for providers of Health Promotion and Disease Prevention Services
3	A	<p>The Area Agency will plan for readiness of the Aging and Disability Resouce Connection by:</p> <ul style="list-style-type: none"> • A team from the AAA will be identified by December 2008 for attendance and participation in at least 75% of each county's meetings annually around the ADRC issue • Three times annually, the AAA staff will discuss and strategize implementation of ADRC's within the region • Conduct a regional meeting on roles of aging and disability partnership within the ADRC by the end of December 2008



5	R	<p>Expand Strategic Planning within the region by:</p> <ul style="list-style-type: none">• Identify counties interested in a strategic planning project by December, 2008• Conduct an orientation on strategic planning in at least one county that currently does not have a planning process by December 2009• By December 2009 recruit at least one additional county (besides Rowan, Union & Mecklenburg) to participate in Strategic Planning• By December 2011 have a fifth county interested in Strategic Planning
6	A	<p>Expand Consumer Directed Services within the region by:</p> <ul style="list-style-type: none">• Identify counties interested in the project by July, 2008• Provide an informational meeting on Consumer Directed Services with the county aging directors by December 2008• By December 2009 recruit at least one additional county (besides Cabarrus) to participate in Consumer Directed Services• By June 2012 have at least three counties with Consumer Directed Services
7	P	<p>Develop response to increased needs for assistance with Transportation issues.</p> <ul style="list-style-type: none">• Increase presence in regional Transportation MPO and RPO's by identifying a lead staff person for Transportation to attend at least one Transportation meeting by July 1, 2008• By June, 2009 assist each county to develop a method to identify the specific needs when "road safety" and "transportation" are listed as concerns.• Provide aging sensitivity to the direct transportation staff (drivers & dispatchers) in two counties by June 2010• Design and implement a Focus Group with community planners on options for increased "road safety" for older adults



Exhibit 2 I: Funds Administration and Quality Assurance

- *Funds Administration & Quality Assurance: The administration of funds and monitoring of services related to Home and Community Care Block Grant and all other funding streams.*
- AREA AGENCY undertakes activities designed to improve the performance of service providers and other significant partners.
- AREA AGENCY efficiently manages programs and funds to maximize resources for consumers.
- AREA AGENCY conducts scheduled assessments and solicits feedback from consumers receiving services to assure quality.
- AREA AGENCY targets resources to meet the needs of special populations identified in the Older Americans Act.
- AREA AGENCY keeps stakeholders informed about the requirements of the Home and Community Care Block Grant process and all other funding administered by Area Agency.



1	R	<p><i>By June 2012, the Area Agency on Aging will assure compliance of the Older Americans Act by:</i></p> <ul style="list-style-type: none"> • <i>Complete a programmatic review of each service provided a minimum of once every three years</i> • <i>Review and approve a funding plan for each county annually</i> • <i>Evaluate and monitor funds annually to assure 99% expenditure of funds</i> 	All
2	R	<p>Annually, the AAA will develop, distribute, and evaluate Request for Proposals for Health Promotion Disease Prevention Funds, Senior Center Outreach, Family Caregiver Support Program, Senior Community Service Employment Program, Senior Center General Purpose and Legal Services and release contracts.</p>	All
3	R	<p>Monthly the AAA will conduct desk audit of reports of service expenditures and the ARMs system and</p> <ul style="list-style-type: none"> • Assure that expenditures are reported for reimbursement • assure that funds are received in the AAA • write checks for reimbursement to county providers • Assure that invoices for reimbursements are released • maintain and distribute the Units Earned Comparison report to inform all providers of status of expenditures • send reports to each county finance department monthly 	All
4	R	<p>Increase data integrity for the ARMS system by:</p> <ul style="list-style-type: none"> • conducting an ARMS training by June 2009 for providers who use the ARMS system • monthly desk review and follow-up of reports to correct errors and inconsistencies • as requested respond to questions or problems with the system 	All

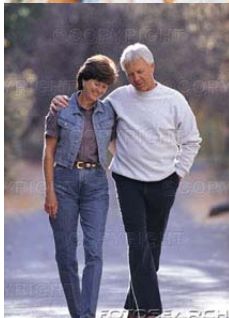


5	R	<p>By December 2011 in conjunction with university interns develop and implement an evaluation of the AAA by:</p> <ul style="list-style-type: none">• Survey of current providers of services• Survey of consumers who receive direct services (Title V and Ombudsman)	All
6	R	<p>Update monitoring process by:</p> <ul style="list-style-type: none">• Revise and update the AAA monitoring policies and procedures by June 2009• Advocate through NC4A, the NCFCS, the NC Aging Specialist, and with direct contact with State staff for the revision of State Service Standards and monitoring tools by 2012• Providing training on how to conduct sub-grantee monitoring by December 2008	All



Exhibit 22: Information Brokerage

- *Information Brokerage: AREA AGENCY will play a lead role in assisting individuals and communities in becoming aware of and knowledgeable about aging issues and services and programs available to older North Carolinians.*
- **AREA AGENCY develops and maintains a system for collecting, organizing and disseminating information.**
- **AREA AGENCY seeks opportunities and responds to requests for educational presentations from older adults, LTC residents, families, civic and religious organizations, county commissioners and others.**
- **AREA AGENCY uses various methods to reach its intended audience including all forms of media (audio, visual and written).**
- **AREA AGENCY assists all callers with accurate information in a timely manner.**
- **AREA AGENCY collaborates and participates in information exchange networks.**
- **AREA AGENCY supports the availability of comprehensive and accurate community resource information for older adults, their caregivers and families, including support and promotion of NC careLINK**
- **AREA AGENCY is responsive to the capacity building/training needs of service providers and other stakeholders.**



1	A,T	<p>By June 2012, in order to assure that older adults can identify and get access to resources and services required to meet their needs:</p> <ul style="list-style-type: none"> • The Area Agency on Aging will assist five counties to get data entered into NCcareLink database • The Area Agency on Aging will provide two training meetings each year on Information and Assistance • The Area Agency on Aging will offer AIRS training at least once in the four year period • At least seven counties will track clients receiving I &R services through NCcareLink by June 2012 • By June 2011, at least one county within the region will provide case management services funded through HCCBG
2	T, A	<p>By June 2012, NC careLINK will be established as the regional aging resource for information and referral for aging service providers:</p> <ul style="list-style-type: none"> • By June 2010, NC careLINK partners data base information of providers and services for all nine counties will be converted to NCcareLink as a primary source of information provided the vendor has released the web-based version of Data Manager as contracted • By July 2009, NC careLINK aging service partners who have no computerized data base will have updated all knowledgeable new provider data into NC careLINK • By September 2009, a policy and procedures for the HUB will be operational for update and review of the NCCareLink data resources • The AAA hub will provide training to NC careLINK partners in all nine counties as modules of NC careLINK roll out and become available to the region.
3	T	<p>By December 2008, all counties will have received information and assistance to educate older adults about the digital television transition</p> <ul style="list-style-type: none"> • Provide information to community and long term care providers about the process and resources available • Distribute informational fliers on the HDTV transition to local service providers • Monitor national advocacy efforts to determine strategies



4	A	<p>Annually information will be provided by:</p> <ul style="list-style-type: none"> • Produce Ombudsman Outlook quarterly as a vehicle to distribute information on long-term care issues to consumers, long-term care facility staff and general public • Write articles for the COG newsletter to be distributed to member governments four times a year about aging issues • At least twice each year provide an article about an Aging issue to All For Seniors which distributes 35,000 copies to the public • Quarterly information on resources and services from all nine counties will be updated for All for Seniors • Distribute information through a minimum of nine community events(i.e. scam janes, senior health fairs, community fairs, etc.) located in the various counties • Annual presentation to each Board of County Commissioners about the work of the Ombudsman Program
5	C	<p>Develop and implement orientation and training for all volunteers</p> <ul style="list-style-type: none"> • Develop an orientation process for all volunteers by December 2009 • Develop a web based orientation on Community Advisory Committees, STHL and Region F Aging Advisory Committee for the AAA website by June, 2009 • Develop and implement training materials for CAC members that want a stronger leadership role by April, 2009 • Conduct and evaluate a pilot project with Anson County to provide CAC training within the County by June, 2009 • Update RFAAC and STHL manuals annually • Conduct quarterly meetings for RFAAC, STHL and CAC committees • Develop CAC training materials so that they can be conducted in a web-based format by December 2010
6	R	<p>Redevelop a AAA web-site (apart from the COG website) that will:</p> <ul style="list-style-type: none"> • By September 2008 have an outline for the new AAA website • By March 2009 establish website with information for providers regarding calendar, monitoring, and meeting information • By June 2010 the AAA website completely reframed as a community resource for consumers, volunteers and providers



R	<p>Expand use of C-Vent to:</p> <ul style="list-style-type: none"> • Include and Manage 50% of the standing meetings of the Area Agency on Aging by 2012 • Up to 75% of the AAA events posted on C-vent will receive an electronic post event surveys • By March 2009 all staff will know how to register participants for C-vent and develop reports • Expand staff trained to build c-vent to 30% of the staff by June 2012 	
S, E	<p>The Area Agency on Aging will reapply for the Senior Medicare Patrol grant annually and:</p> <ul style="list-style-type: none"> • Provide a minimum of one SMP presentation through various avenues (nutrition sites, churches, senior centers etc) in each county annually • Develop an information packet to be distributed in all nine counties by December 2008. • Update information packet annually for distribution at a variety of events within each county (i.e. scam jams, community fairs, senior centers, etc.) • Retrain service providers on completion of Activity Reports for Senior Medicare Patrol by December 2010 	All
P, E, H, T, S, C, A, R	<p>Implement an Aging Conference annually:</p> <ul style="list-style-type: none"> • Incorporate concerns about dental options and medication management and other healthy aging issues for the conference in November 2008 • Develop conference topics for years 2009, 2010, 2011 and 2012 based on current issues of the year and previous year evaluations • Distribute Save the date and registration forms in advance to encourage participation annually • Implement an exhibit hall and book sales for information distribution as part of the annual conference 	All



1 0	E	<p>Provide information to the community regarding mature workers by:</p> <ul style="list-style-type: none"> • Conduct Job Fair annually in Mecklenburg County • Annually release one press release about the value of older workers • Release information and resources about Older worker Week annually to seven of the nine counties 	<p>All All but Gaston, Lincoln</p>
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Exhibit 23: Program, Resource, and Systems Development

- *Program, Resource & Systems Development: AREA AGENCY engages in activities that facilitate a system of care through efforts to increase the resources available for older adults, their caregivers, and families.*
- AREA AGENCY plays a lead role in identifying the need for infrastructure development and adjustments for a comprehensive aging and long-term care system.
- AREA AGENCY looks for creative ways to meet the needs of older adults, their caregivers, and families
- **AREA AGENCY undertakes activities designed to promote new or expanded opportunities/partnerships to benefit older adults, their caregivers, and families.**
- When AREA AGENCY is providing a direct service or is directing the administration of a program, then that program will strive to be a model for consumer involvement, effectiveness and efficiency.
- AREA AGENCY enables service providers to maintain or increase the number of people served.



1	P	<p>By December 2009 will have an inventory of 75% of the member governments in Centralina Council of Governments who have implemented physical environment projects.</p> <ul style="list-style-type: none"> • Conduct a survey of all member governments by August 2009 • Develop report of all responses by December 2009 	All
2	R	<p>To implement a minimum of two community training events annually through partnerships developed with non-traditional partners by June 2012</p>	All
3	A	<p>By 2010 explore expansion of respite resources by</p> <ul style="list-style-type: none"> • Partner with Lead Agency to inform community stakeholders about respite option in these two counties by September 2009 • Partner with the Lead Agency to determine the need for additional respite resources by December 2009 • Assist counties to identify possible resources for implementation by December 2009 • Identify and assist in implementation of training needs by December 2009 	Union & Stanly
4	E	<p>By June 2012 expand consumers ability to plan for long term care by</p> <ul style="list-style-type: none"> • Identify or develop a public education curriculum on financing options for long term care • Conduct a training event using the curriculum in at least two counties • A minimum of 100 consumers will have the opportunity to participate in the training 	Two counties to be identified



5	H	<p>By December 2009 the Area Agency on Aging will develop a new evidence based health promotion option by</p> <ul style="list-style-type: none">• provide a minimum of two Matter of Balance Train the Trainer classes for regional providers• Provide a Matter of Balance Train the Trainer class for other AAA's around the state• By June 2012 there will be trainer for Matter of Balance in each of the nine counties• Partner with Be Active North Carolina in piloting an evaluation of the Matter of Balance at two locations in Mecklenburg County
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Exhibit 24: Advocacy

- *Advocacy: AREA AGENCY assures that the individual and collective interests of older adults, their caregivers and families, and individuals with disabilities will be safeguarded and recognized.*
- AREA AGENCY sets an example of effective advocacy by monitoring, evaluating and commenting in a timely manner on changes to law, policies, programs and significant trends which affect older adults, their caregivers and families, and individuals with disabilities.
- AREA AGENCY empowers older adults, their caregivers and families, Senior Tar Heel Delegates/ Alternates, volunteers and service providers to become active “advocates.”
- AREA AGENCY promotes activities designed to foster new or expanded opportunities for older adults, their caregivers and families and individuals with disabilities.
- AREA AGENCY maintains and supports an elder rights system that has as its cornerstone the Ombudsman program.
- AREA AGENCY assists stakeholders with resolving concerns, complaints, and problems in a timely manner.
- AREA AGENCY maximizes advocacy efforts by combining efforts with other advocacy organizations.
- AREA AGENCY solicits public input regarding the needs of older adults, their caregivers and families, and individuals with disabilities to inform advocacy and planning efforts.



1	R	<p><i>STHL 2012, Region F will have both a delegate and alternate participating as a Senior Tar Heel Legislator.</i></p> <ul style="list-style-type: none"> • <i>STHL members will develop a method promote legislative issues with the county they represent.</i> • <i>Assess the legislative needs of older citizens by convening a forum modeled after the NC General Assembly.</i> • <i>Promote the legislative Priorities decided upon each year.</i> 	All
2	R	<p>Advocate for needs of older adults within the region by:</p> <ul style="list-style-type: none"> • Develop at least one press release per year on an issue impacting older adults • Distribute the press release to the Senior Tar Heel delegates to get published in local papers • At quarterly Senior Tar Heel meetings collect any articles/information printed in local papers 	All
3	R	<p>At least one representative of the Area Agency on Aging will attend Public hearings as required for Certificate of Need, Aging Study Commission, Medical Care Commission, Rules Review.</p>	All
4	R	<p>Educate and advocate with elected officials by:</p> <ul style="list-style-type: none"> • Develop informational brochures about AAA and Senior Tar Heel by December 2008 • Annually develop brief flier about aging issues (STHL & AAA) • Through STHL develop annual plan to target newly elected officials • 90% of newly elected state and national politicians each year will receive the information packet • Conduct an Orientation annually with legislators and/or their staff 	All



5	R	<p>Expand the advocacy “network” by identifying informal networks of service delivery i.e. faith-based, homeless, HIV, Gay and Gray, Domestic Violence, EAP, County Based outreach like “Leadership Charlotte” by June 2012 by:</p> <ul style="list-style-type: none"> • Identify and make contact • Share information @ AAA • Include on Outreach contacts list 	
6	R, T	<p>Expand capacity for conducting advocacy by:</p> <ul style="list-style-type: none"> • Develop an Advocacy “how to” packet for staff and volunteers by June 2010 • Develop a training for staff and volunteers on how to talk with legislators using our packet all trained by December 2010 • Develop “hot spot” on the AAA website regarding current advocacy issues by June 2011 	



Exhibit 27: Prevention of Elder Abuse, Neglect, and Exploitation Action Plan

1	S,R	<p>By June 2009 Region F will educate seniors, their families, and professionals about Senior Medicare Patrol and Medicare Fraud by:</p> <ul style="list-style-type: none"> Expand educational and promotional activities to Medicare/Medicaid beneficiaries, caregivers and traditionally underserved populations. Disseminate educational materials to the SMP Resource Center and projects. Conduct a minimum of one presentation in each county 	All
2	S	Annually Region F will submit proposal to receive Senior Medicare Patrol project	All
3	S	<p>Expand Elder Abuse prevention efforts in each county –</p> <ul style="list-style-type: none"> By December 2010 conduct a NO EXCUSE FOR ELDER ABUSE and ENSURING AN ABUSE FREE ENVIRONMENT event in each county by holding three events each year beginning in 2008 	All



Exhibit 28a: Family Caregiver Support Program: Partnerships

In order to create and maintain a multifaceted system of support, the FCSP shall collaborate with traditional and non-traditional partners to add resources and enhance existing resources.

1	A,R	<p>By June 30, 2009, develop at least two new partners by:</p> <ul style="list-style-type: none"> • Support County Caregiver Specialist to identify at least two potential new partners in each county • Assist Caregiver Specialists to communicate and educate potential new partners on caregiver issues through at least two different methods • Contact potential regional partners through mailed packet or presentation • Provide technical assistance in the development of caregiver supports in the community • Present at six opportunities (like health fair, support group, public speaking, church newsletter) • Provide program materials to partners 	All
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Exhibit 28b: Family Caregiver Support Program: Information and Assistance

All caregivers will have easy access to information on assistance, services, and supports regardless of barriers.

2	A	<p>By June 30, 2009, develop a marketing plan which incorporates FCSP media campaign aimed at increasing caregiver self-identification.</p> <ol style="list-style-type: none"> 1. Research marketing ideas through various methods which may include surveying providers and/or consumers 2. Develop a marketing plan in collaboration with regional stakeholders' input and ideas 3. Produce marketing materials 4. New FCSP webpage within the new proposed Centralina AAA website 5. Evaluate effectiveness of FCSP marketing materials 	All
3	A	<p>By June 30, 2009, continue regional NC careLINK data base development collaborating with regional partners and statewide hubs.</p> <ol style="list-style-type: none"> 1. Assist county partners that have no formal data base to electronically convert with the development of information and resource data for inclusion in NC careLINK by increasing the number of caregiver related resources in NC careLINK by 15% 2. Coordinate the conversion of partner data in the new Data Manager 4.0 when it is released 3. Provide on-going technical assistance to NC careLINK partners 	All



Exhibit 28c: Family Caregiver Support Program: Caregiver Needs/Services

FCSP will assure that caregivers' various needs will be sufficiently met through a range of services.

4	R	<p>By April 30, 2009, introduce, train, and provide technical assistance on the FCSP Progress Check data base for tracking SMART objectives and strategies to at least 1 of the 9 providers in Region F.</p> <ol style="list-style-type: none"> 1. Help county provider develop a Community Action Plan that meets the objectives developed in the Funding Proposal 2. Provide training on FCSP Progress Check 3. Provide technical assistance during the FY 2009 4. Review reports 	All #2: Mecklenburg Union
5	A,R	<p>By June 30, 2009, provide quarterly training to county caregiver specialists on topics of interest to provider specialists.</p> <ol style="list-style-type: none"> 1. Plan and schedule trainings & meetings 2. Develop training materials, tools, checklists, etc. 3. Implement trainings 4. Evaluate effectiveness of training & meetings 5. Modify future training & meetings as needed in response to training evaluations 	All



Exhibit 28d: Family Caregiver Support Program: Quality of Caregiver Supports

FCSP will provide quality services in a timely and responsive manner that meet customer satisfaction requirements.

6	R	<p>By June 30, 2010, evaluate the level of satisfaction the caregivers had with the level of services they received from the FCSP throughout the region.</p> <ol style="list-style-type: none"> 1. Develop a small design team to look at potential survey 2. Adopt or design a survey tool 3. Select the survey group 4. Implement the survey 5. Evaluate the data 6. Disseminate results and conclusion to stakeholders 	All
5	R	<p>By June 30, 2009, provide quarterly training to county caregiver specialists on topics of interest to provider specialists.</p> <ol style="list-style-type: none"> 1. Plan and schedule trainings 2. Develop training materials, tools, checklists, etc. 3. Implement trainings 4. Monitor / evaluate use of tools 	All



Exhibit 28e: Family Caregiver Support Program: Diversity

FCSP will develop programs that meet the multifaceted needs of diverse caregiver populations.

7	A	<p><i>By June 30, 2009, develop and expand outreach to grandparents raising grandchildren in at least 3 of the 9 CAAA counties.</i></p> <ol style="list-style-type: none"> <i>1. Create program marketing material targeted at GRG</i> <i>2. Identify ways to contact GRG</i> <i>3. Disburse marketing materials to GRG</i> <i>4. Provide technical assistance and support to county cg specialists on GRG issues</i> 	<p>Mecklenburg, and two other counties to self identify</p>
8	A	<p><i>By June 30, 2012, expand caregiver program to target diverse populations:</i></p> <ul style="list-style-type: none"> <i>• Research caregiver materials written in Spanish</i> <i>• Evalaute potential for developing a regional brochure in Spanish</i> <i>• Work with Caregiver Specialists to present information to a limited English speaking group in at least two counties</i> 	<p>Mecklenburg & Union</p>



THANK YOU!