

State of Louisiana

AREA AGENCY ON AGING

AREA PLAN

A Comprehensive Coordinated Service System for Older Persons in Louisiana

Terrebonne Area Agency on Aging

Fiscal Year 2024 through Fiscal Year 2027

July 1, 2023 – June 30, 2024

July 1, 2024 – June 30, 2025

July 1, 2025 – June 30, 2026

July 1, 2026 – June 30, 2027



Submitted to:

**State Unit on Aging
Office of the Governor
Office of Elderly Affairs
602 N. 5th Street, 4th Floor
Baton Rouge, LA 70802
(225) 342-7100**

adrcla.org

SUBMITTAL PAGE

(X) 4-Year Plan for July 1, 2023 – June 30, 2027

() Area Plan Update for July 1, 20__ – June 30, 20__


() Area Plan Amendment (Date): _____

This Area Plan for programs on aging is hereby submitted for the Terrebonne Parish planning and service area by Area Agency on Aging. Terrebonne Area Agency on Aging assumes full responsibility for implementation of this plan in accordance with requirements and regulations of the Older Americans Act (OAA); laws and rules of the State of Louisiana; and policies and procedures of the Governor's Office of Elderly Affairs.

This plan includes all information, goals, objectives, and assurances required by the Governor's Office of Elderly Affairs' Area Plan on Aging format, and it is, to the best of my knowledge, complete and correct.

Signature:  Date: 11/10/22
Michel Claudet, Director, Area Agency on Aging

The Advisory Council of Area Agency on Aging has participated in the development and final review of this Area Plan.

Signature:  Date: 11/14/22
Charlene Adams, Chairperson, Advisory Council, Area Agency on Aging

The Board of Directors of the Terrebonne Area Agency on Aging has reviewed this plan and Submittal Page. It is understood that approval covers all sections of this Plan and indicates satisfaction of the full board that the plan is complete, correct, and appropriately developed for the planning and service area.

Signature:  Date: 11-21-2022
Kirby Verret, Chairperson, Board of Directors

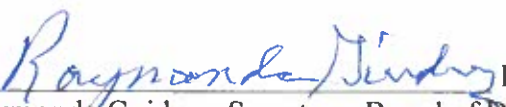
Signature:  Date: 11/18/22
Raymonda Guidroz, Secretary, Board of Directors

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Section 1: Mission Statement

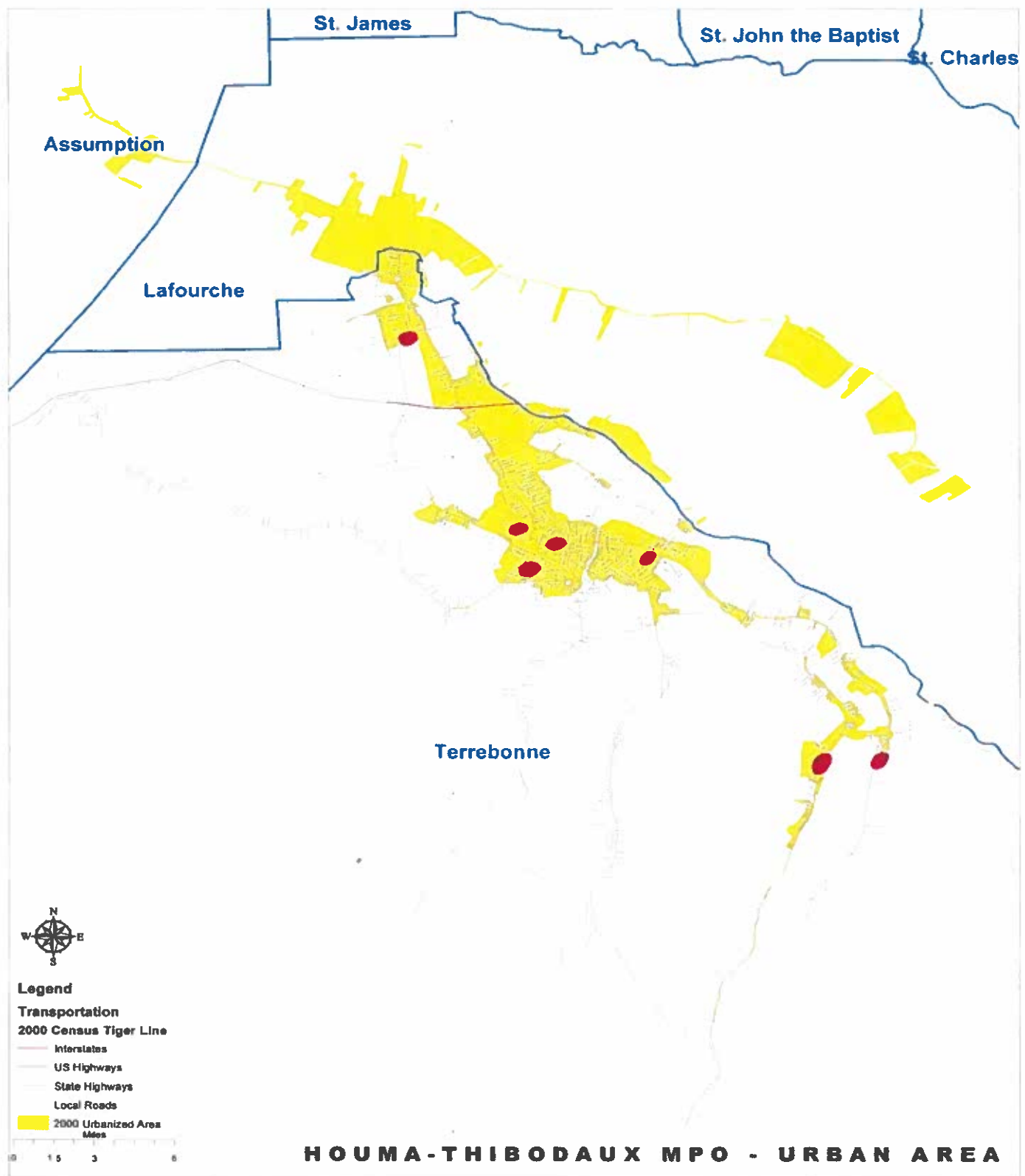
The Governor's Office of Elderly Affairs' mission statement:

"To serve as the focal point for the development, implementation, and administration of the public policy for the state of Louisiana, and address the needs of the state's elderly citizens."

Terrebonne Area Agency on Aging's Mission Statement:

"To be the community focal point where older persons can receive services and participate in activities which enhance their dignity, support their independence and involvement within the community."

Section 2: Description of the Planning and Service Area (PSA)



Section 2: Description of the PSA

Cont'd

I: PSA Overview

Terrebonne Parish is located in the southern part of Louisiana along the coast of the Gulf of Mexico. As of the 2020 Census, the population was **112,055**. The parish seat is in the City of Houma. However, this figure may have decreased after Hurricane Ida hit the Parish on August 29, 2021 as many residents were displaced and moved out of the parish. Terrebonne is the second largest parish in Louisiana in terms of land area, and has been a center of Cajun culture since the eighteenth century. Most 10% of the residents speak French at home.

The economy of Houma-Thibodaux and this region has struggled not just with the downturn of the Oil Industry but because of the COVID-19 pandemic and the devastation from Hurricane Ida on August 29, 2021. However, it has shown some improvement in recent months. The current unemployment rate for the parish is **4.6 %**.

LOCAL SERVICE DELIVERY SYSTEMS

Terrebonne Parish provides world-class health care for its residents. Our community is a medical mecca. The medical community takes a proactive approach, offering cutting-edge health care that also empowers the patient. The high quality and vast range of medical facilities personnel work together to ensure that the citizens of Terrebonne Parish have access to some of the best medical care in the state of Louisiana.

In addition to the principal hospitals, Terrebonne General Medical and Chabert Medical Centers, Terrebonne Parish is the home to seven medical and surgical clinics, a regional mental health clinic and a parish health unit. Approximately 97 physicians and surgeons, 45 dentists, 13 ophthalmologists and optometrists, 11 chiropractors and five psychiatrists have practices in our parish.

Houma has four nursing homes with a total of 600+ beds and three assisted living facilities with a total of 140 units. The city also has several low-income senior housing facilities:

- Bonne Terre Village I & 2, each building is 2-story with a combined total of 100 apartments, operated by Historical Restorations Inc.
- Shady Lane Apartments, a two-story facility with 50 apartments and operated by Council on Aging.
- Academy Place, a three-building facility for seniors 62+ with 103 apartments operated by Volunteers of America. 6 apartments are set aside for low-income tenants, 55 are offered through low-income housing credits and 41 are market rates rentals.
- Terrebonne Parish Consolidated Government operates the HUD Section 8 housing assistance program.

**** It is significant to note that due to Hurricane Ida, Terrebonne Parish lost Bayou Towers, an 11-story, 300-unit apartment facility (tenants were mostly low-income elderly and disabled residents of the parish).*

Besides the AAA/COA, the PSA has several non-profit groups that include not only the Terrebonne Parish Consolidated Government/Office of Emergency Preparedness, the Sheriff's Office, but also several faith and community-based organizations, as well as private social and civic clubs----- all working together for the greater good of the residents, young and old. The community spirit shined so brightly during the pandemic and the aftermath of H. Ida when neighbors helped neighbors.

CHALLENGES AND SUCCESSES

- (1) Transportation - As part of Louisiana's "Bayou Country", Terrebonne's unique topography of many bayous fingering out across the parish, ultimately flowing in to the Gulf of Mexico, presented a challenge to service delivery.

However, the AAA/COA has been successful in providing services to the isolated pocket of residents that live in the settlement of Isle De Jean Charles, also known as Island Road where most of the residents are Native Americans belonging to the *Houmas* tribe, and to the residents of other rural areas in the PSA; some routes are 60 miles, one way.

By partnering with the Terrebonne Parish Consolidated Government and the LA Department of Transportation, the AAA/COA was able to operate a large fleet of vans and buses needed to adequately meet the transportation service needed by the people living in the rural areas of the Parish, especially those who are mobility impaired and wheelchair-bound. The AAA/COA provides them with transportation to and from the City of Houma for whatever reason, including but not limited to: medical/health appointments, pharmacies, grocery shopping, work, school, governmental offices, schools, etc.

- (2) Flooding - Terrebonne Parish's constant constraint has been the threat of flooding. However, with the completion of the Bubba Dove Floodgate in the Houma Navigation Canal and the Morganza to the Gulf Hurricane Protection System, the threat has been diminished, to a degree. Years ago, the barrier islands were the buffer for towns like Chauvin, Montegut, Dulac, and Dularge. But today, with the loss of those barrier islands, these towns are the buffer for the City of Houma.

Terrebonne Parish's position to the coast makes the area vulnerable to hurricanes. In the past, it has been described as being in *Hurricane Alley*. With the addition of Hurricane Ida, Terrebonne has experienced the three most costly storms in history, the other two being Andrew in 1992 and Katrina in 2005. Terrebonne also experienced Hurricanes Betsy 1965, Juan 1985, and Lili in 2002. Two very damaging years were in 2005, when the parish experienced Katrina & Rita within three weeks, and again in 2008, when Terrebonne was hit with Gustav & Ike within a two-week period.

- (3) Outreach - Identifying and reaching population groups that are of higher risk of hunger, loneliness and isolation (low-income minority, LGBTQ, immigrants, victims of abuse and neglect, and those with limited English proficiency) is a constant challenge. However, the AAA/COA has outlined, in this plan, different ways of expanding its outreach, to inform the residents, especially the targeted groups outlined above, of the available services through the AAA/COA, including referrals to other service providers, if needed. Those Outreach expansion strategies include all media—radio, TV, Social media as in Facebook, TikTok, the AAA/COA's website, as well as expanded distribution of brochures and printed materials to hospitals, clinics, churches, other non-profits, etc. throughout the PSA.
- (4) Affordable Housing – Now, more than ever, the PSA needs affordable housing, especially for the senior and disabled residents. Losing Bayou Towers to H. Ida had a big impact to the housing situation in the PSA. Bayou Towers Apartments was operated by the Terrebonne Housing Authority and the AAA/COA used to operate a Senior Center in the facility. Most of the displaced tenants, low-income seniors and disabled adults, are still living in campers and trailers while others had left the parish.

In 2005, Terrebonne AAA/COA requested and received funding from HUD's Section 202 Grant program towards the construction of the 50-unit Elderly Housing (Shady Lane Apartments). The AAA/COA Executive Director is earnestly searching for a way, including possible partnership(s) with other entities, to acquire funding that will enable AAA/COA to build a similar subsidized facility to help meet the need for affordable housing for seniors in the PSA.

2.II: Area Plan Profile

The following areas of Terrebonne Parish are considered Rural per Federal Transit Authorities' Designation:

Donner, Dulac, Dularge/Theriot, Isle de Jean Charles (Island Road); **parts of Bourg, Chauvin, and Montegut** are also rural.

The following cities/towns in Terrebonne Parish are considered Urban:

Gray, Houma, and Schriever; parts of Bourg, Chauvin and Montegut are also urban.

(see map and graphs on the following pages)

Legend

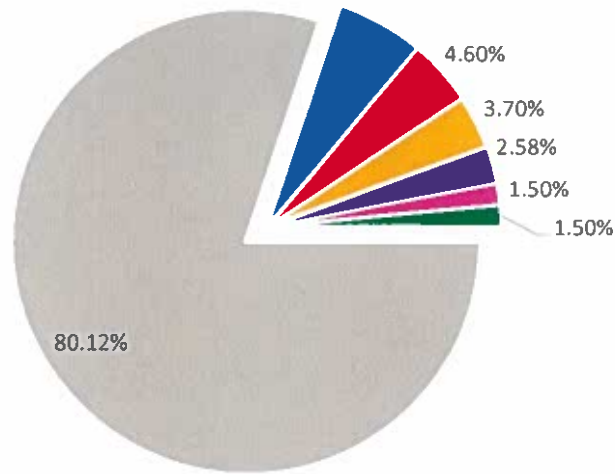
- Census Urban (FTA)**
- Houma, LA**
- Smoothed Urban (FHWA)**
- Houma**
- HTMPO Planning Area**
- Houma**
- Houma, LA**

Note: Gold shading represents URBAN Areas Under the FTA which TCOA follows for its Transportation Services.

This map displays the urban boundaries for the Houma-Thibodaux metropolitan area. It contains the 2010 Census defined boundary: the "smoothed" urban boundary recognized by the FHWA, DOTD, and the SCPDC; and the MPO Planning Area as adopted by the HTMPO and recognized by the FHWA, and DOTD.

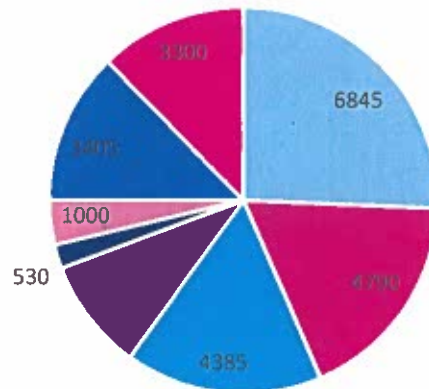
NASA, USGS, EPA, NPS

Terrebonne Parish Population 112,055



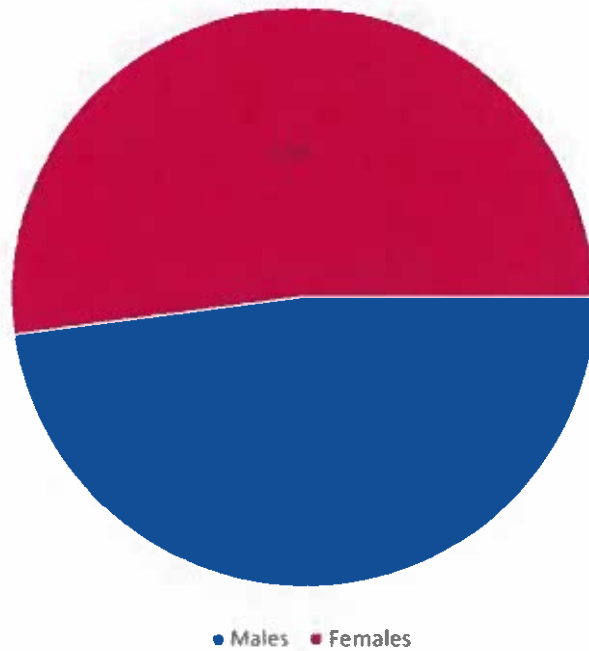
- Under 60 Years ■ 60 to 64 Years ■ 65 to 69 Years ■ 70 to 74 Years
- 75 to 79 Years ■ 80 to 84 Years ■ 85 Years and Older

Population of Terrebonne Parish by Sex Ages 60 and Older

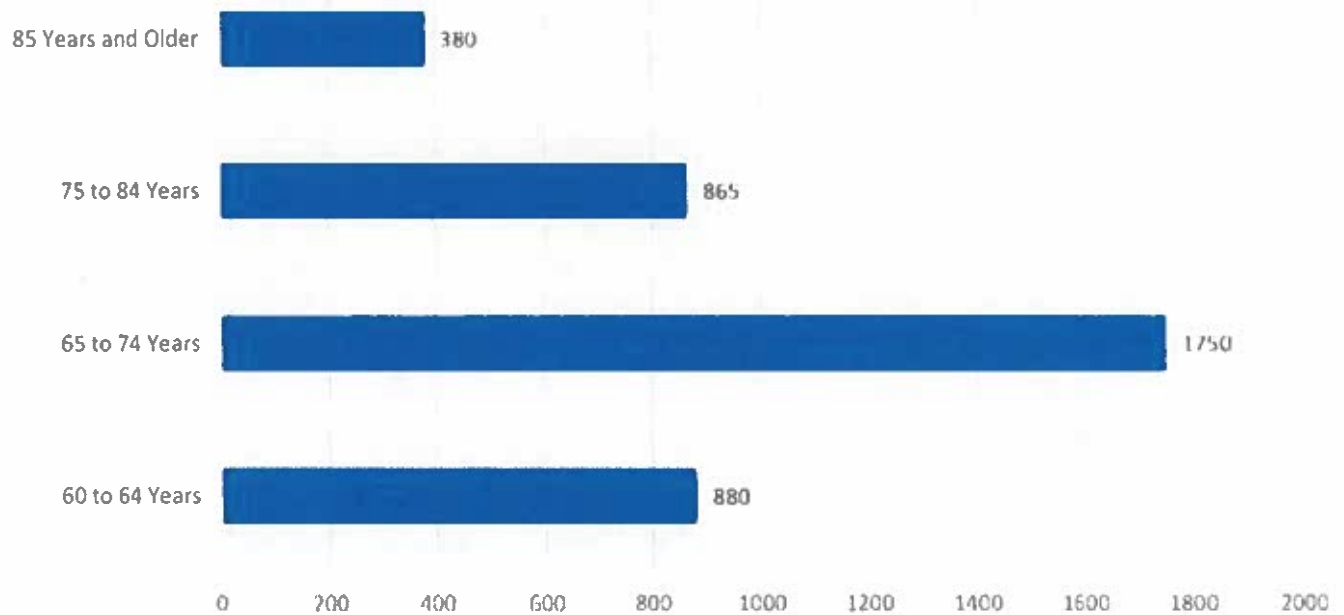


- Men 60 to 64 years ■ Women 60 to 64 years ■ Men 65 to 74 years
- Women 65 to 74 years ■ Men 75 to 84 years ■ Women 75 to 84 years
- Men 85 years and over ■ Women 85 years and over

Seniors with Disabilities

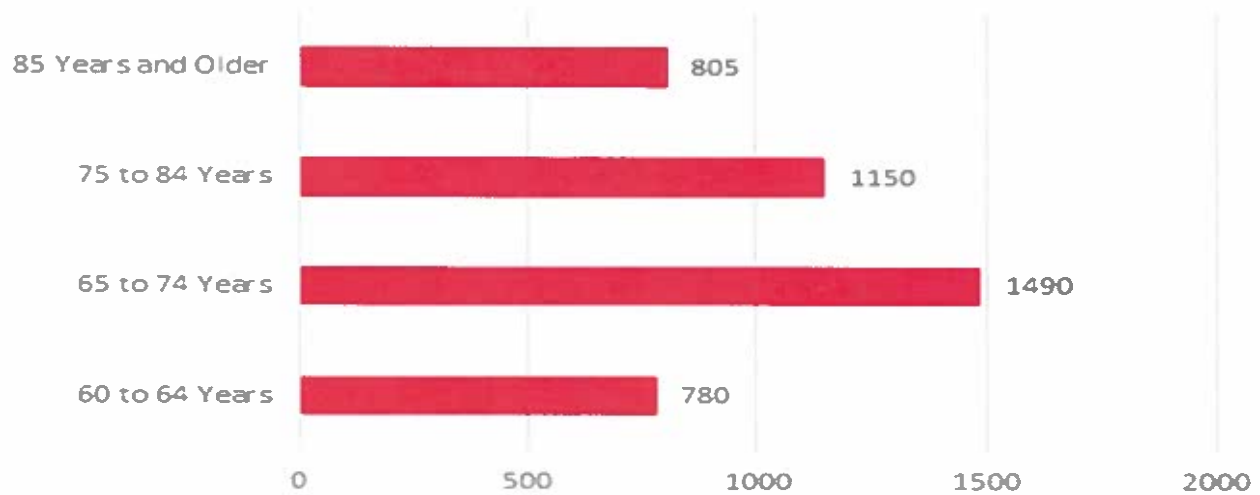


Males With a Disability

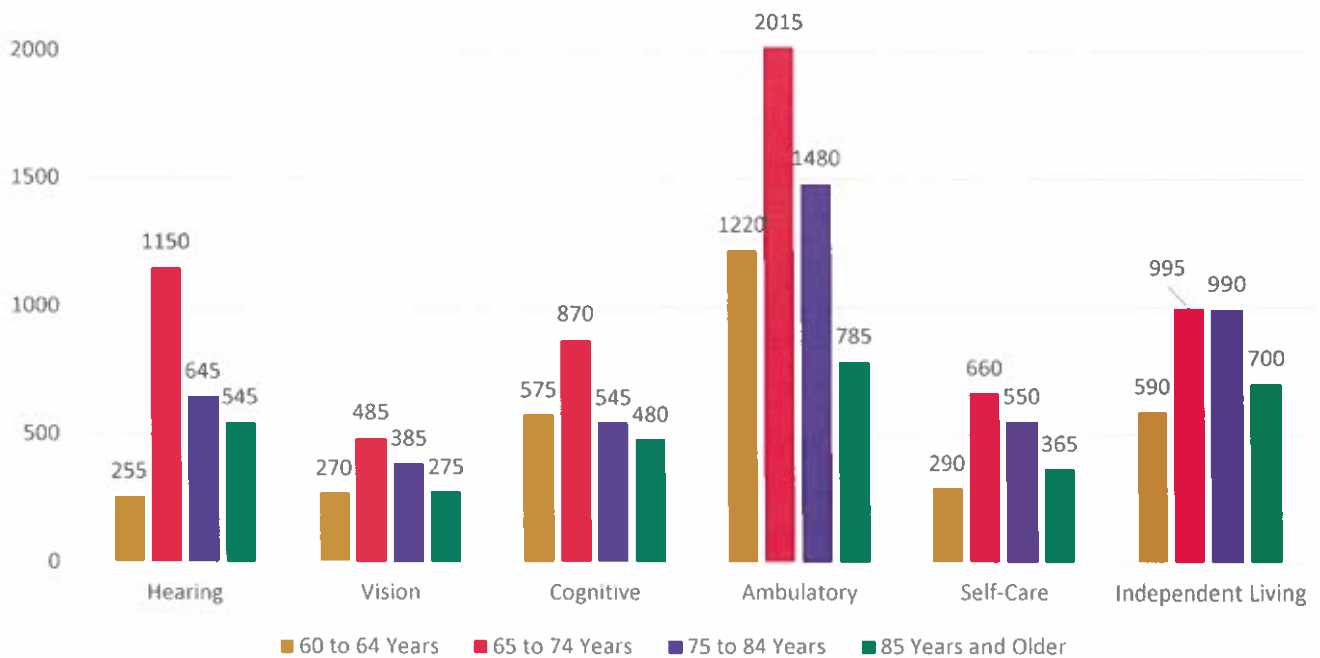


Source: American Community Survey (ACS) Special Tabulations
2015-2019 ACS Special Tabulation (<https://agid.acl.gov/>)

Females With a Disability

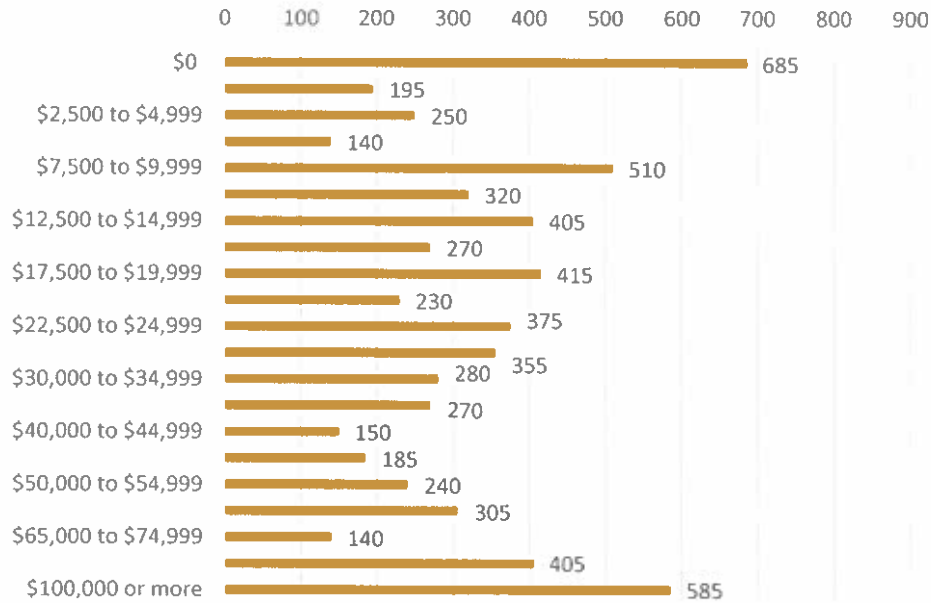


Totals by Disability Type

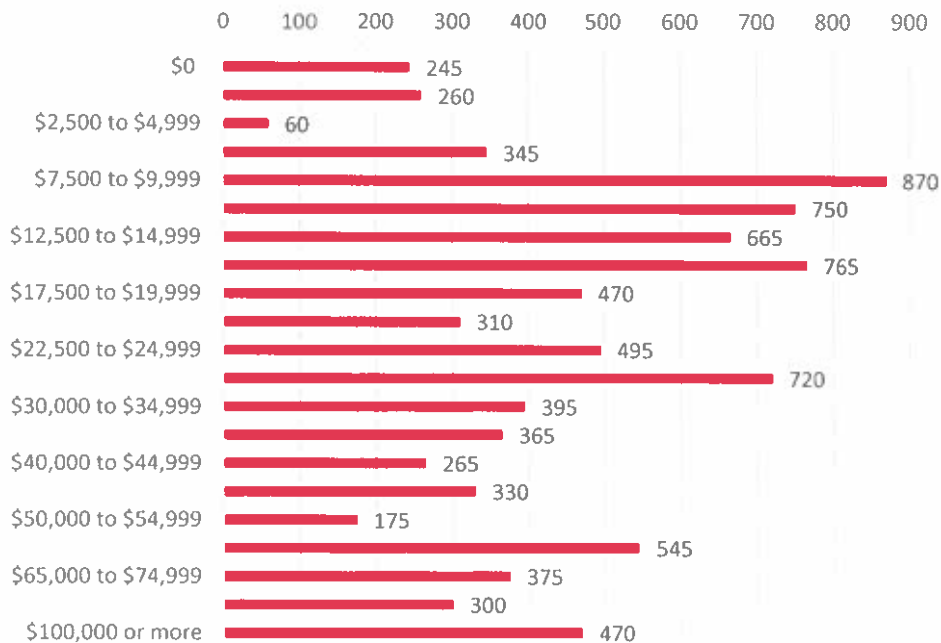


Source: American Community Survey (ACS) Special Tabulations
2015-2019 ACS Special Tabulation (<https://agid.acl.gov/>)

Income by Age 60 to 64 Years

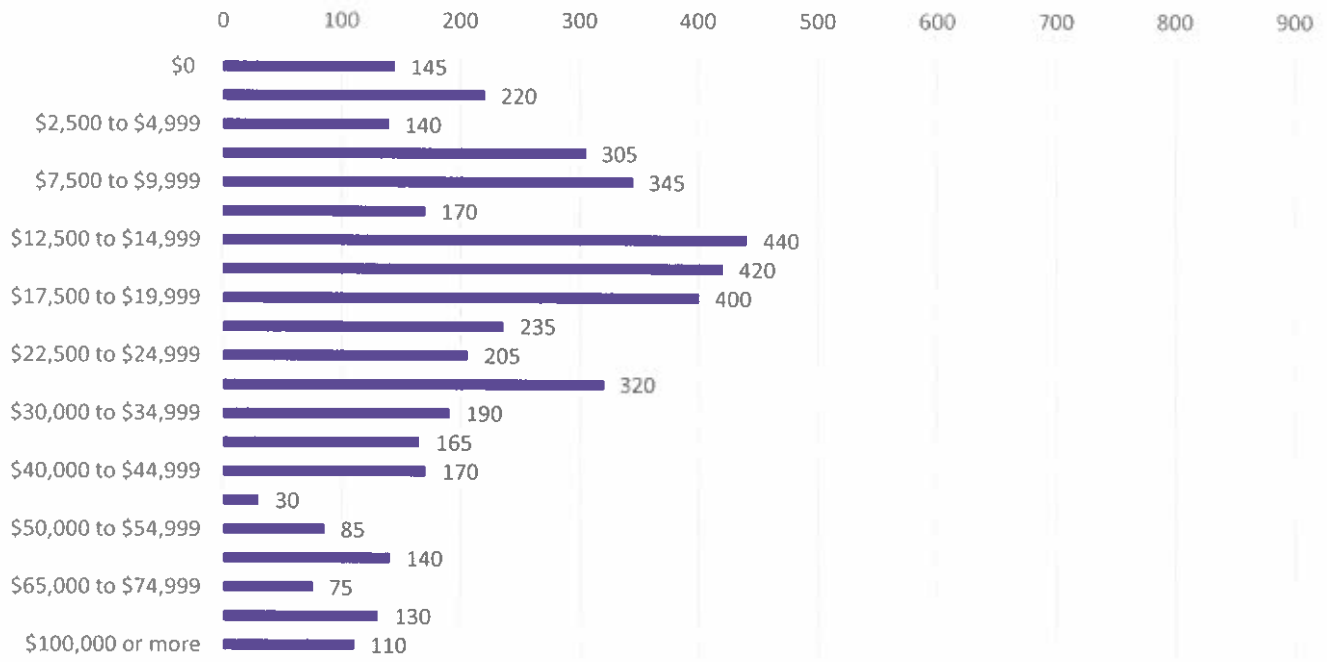


Income by Age 65 to 74 Years

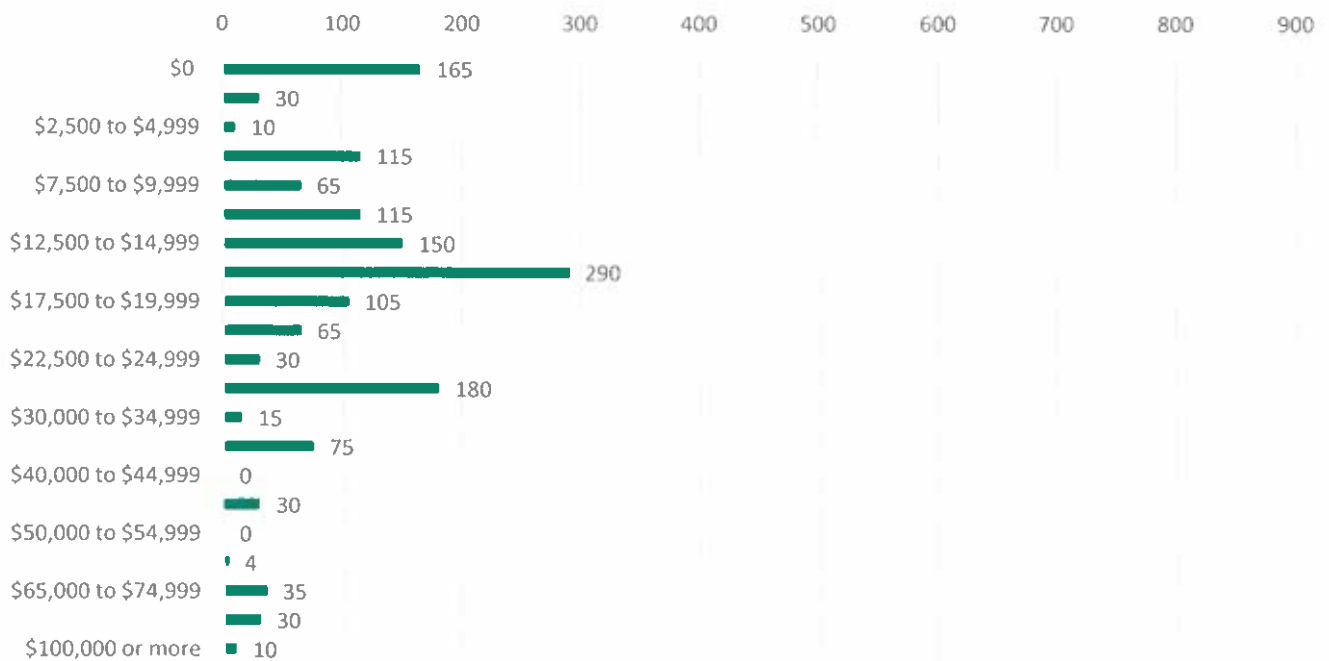


Source: American Community Survey (ACS) Special Tabulations
2015-2019 ACS Special Tabulation (<https://agid.acl.gov/>)

Income by Age 75 to 84 Years

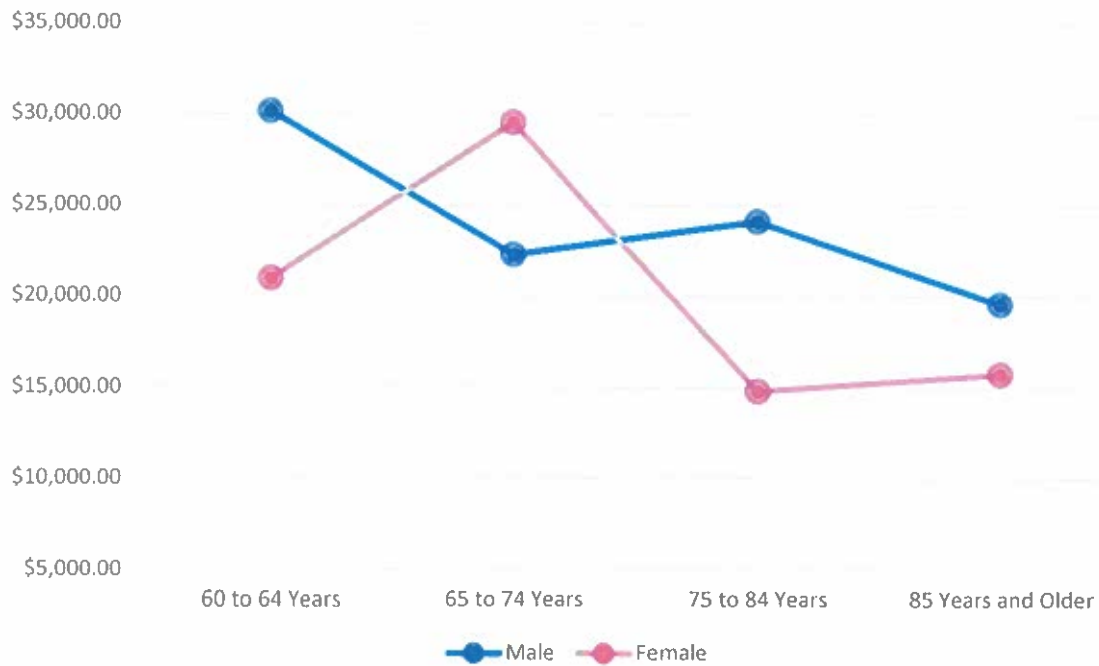


Income by Age 85 Years and Older

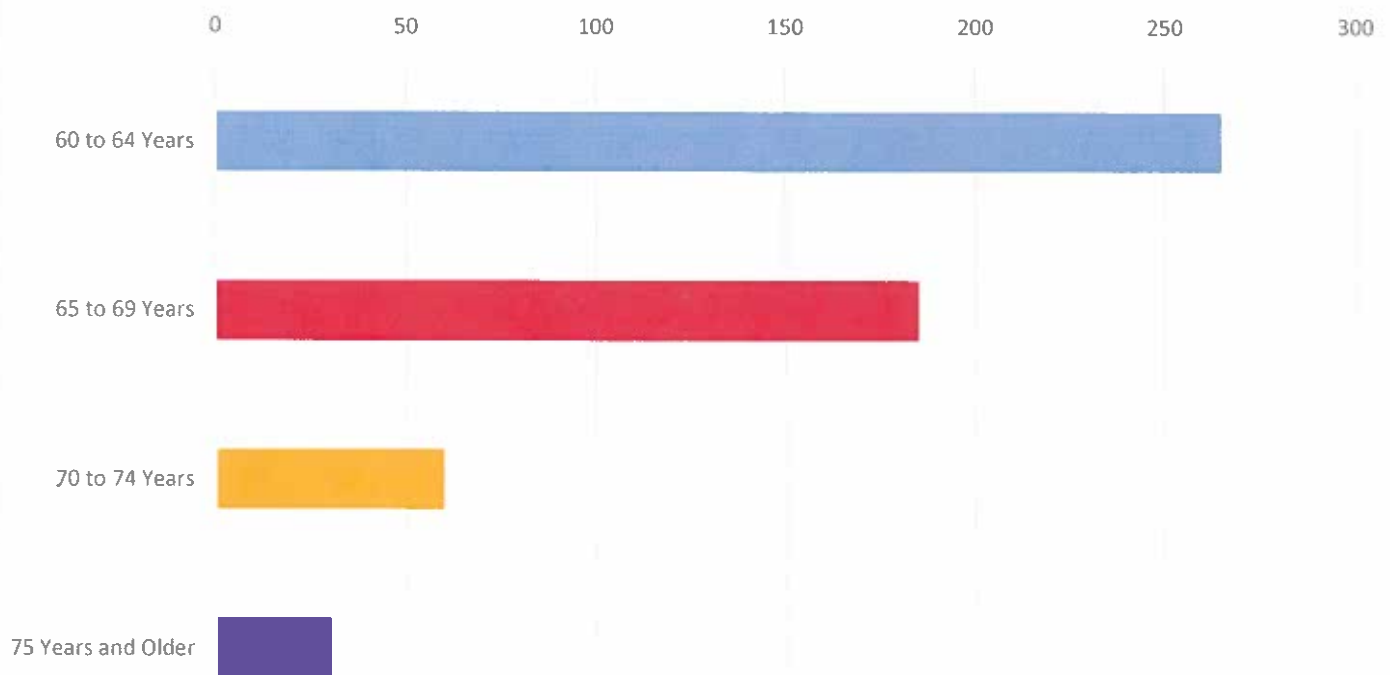


Source: American Community Survey (ACS) Special Tabulations
2015-2019 ACS Special Tabulation (<https://agid.acl.gov/>)

Median Income by Age and Sex



Grandparents Responsible for Own Grandchildren Under 18 Years



TERREBONNE PARISH – ADDITIONAL 2020 CENSUS STATISTICS

Economy

In civilian labor force, total, percent of population age 16 years+, 2016-2020	58.4%
In civilian labor force, female, percent of population age 16 years+, 2016-2020	53.0%
Total accommodation and food services sales, 2017 (\$1,000)(c)	\$259,876
Total health care and social assistance receipts/revenue, 2017 (\$1,000)(c)	\$773,623
Total transportation and warehousing receipts/revenue, 2017 (\$1,000)(c)	\$694,889
Total retail sales, 2017 (\$1,000)(c)	\$1,860,352
Total retail sales per capita, 2017(c)	\$16,628

Income & Poverty

Median household income (in 2020 dollars), 2016-2020	\$52,224
Per capita income in past 12 months (in 2020 dollars), 2016-2020	\$27,495
Persons in poverty, percent	15.7%

Housing

Housing units, July 1, 2021, (V2021)	47,562
Owner-occupied housing unit rate, 2016-2020	71.8%
Median value of owner-occupied housing units, 2016-2020	\$155,000
Median selected monthly owner costs -with a mortgage, 2016-2020	\$1,343
Median selected monthly owner costs -without a mortgage, 2016-2020	\$303
Median gross rent, 2016-2020	\$862
Building permits, 2021	\$208

Families & Living Arrangements

Households, 2016-2020	40,374
Persons per household, 2016-2020	2.72
Living in same house 1 year ago, percent of persons age 1 year+, 2016-2020	87.2%
Language other than English spoken at home, percent of persons age 5 years+, 2016-2020	8.1%

Computer and Internet Use

Households with a computer, percent, 2016-2020	89.3%
Households with a broadband Internet subscription, percent, 2016-2020	81.2%

Education

High school graduate or higher, percent of persons age 25 years+, 2016-2020	80.6%
Bachelor's degree or higher, percent of persons age 25 years+, 2016-2020	15.8%

Terrebonne Parish – Additional 2020 Census Statistics (cont'd.)

LANGUAGE SPOKEN AT HOME	
Population 5 years and over	103,588
English only	95,159
Language other than English	8,429
Speak English less than "very well"	2,134
Spanish	2,987
Speak English less than "very well"	1,386
Other Indo-European languages	4,352
Speak English less than "very well"	531
Asian and Pacific Islander languages	876
Speak English less than "very well"	217
Other languages	214
Speak English less than "very well"	0

LGBTQ+ (Lesbians, Gay, Bisexual, Transgender, Queer)

Statement from the US Census Bureau:

Every 10 years, the U.S. Census Bureau will attempt to count everyone in the United States on April 1, regardless of their nationality or sexual orientation. The 2020 Census gave people the option to identify a relationship as same-sex.

Responses from the lesbian, gay, bisexual, transgender, or queer (LGBTQ+) community, a historically undercounted community, provided reliable data to inform advocates, policymakers, and researchers working on LGBTQ+ issues.

Total Adult Population in the US = 258.3 million (US Census 2020)

Adult LGBTQ Population in the U S (Estimate)	18,339,000 (7.1%) Source: Gallup 2/2022
Same Sex-Married Couple Households	543,000 Source: US Census 2020
Same Sex-Unmarried Partner Households	469,000 Source: US Census 2020
Children Living with Same Sex Parents	191,000 Source: US Census 2020
LGBTQ Age 65 and older in the US	2,400,000 (Estimate)
	Source: (American Psychological Association Lesbian, Gay, Bisexual and Transgender Aging (apa.org))
STATE-SPECIFIC STATS	
Total Louisiana Population = 4.6 million)	
LGBTQ Population in Louisiana (age 18+)	179,400 (3.9%) Gallup/Williams Poll 2019
<u>LA Needs Assessment – Survey Results (Terrebonne)</u>	
413 responses received	
Question: <u>Do you identify as a member of the LGBTQ+ community?</u>	
# of responders who answered YES	12 (2.9%) of responders
# of responders who answered NO	320 (77.5%) of responders
# of responders who prefer not to answer	81 (19.6%) of responders

Section 3: Focal Points

In cooperation with agencies, organizations, and individuals participating in activities under this plan, the Terrebonne Area Agency on Aging will serve as the advocate and focal point for older individuals within the community by monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals.

For purposes of assuring access to information and services, the area agency shall work with community agencies and officials in the PSA to ensure that focal points are available in each community within the PSA.

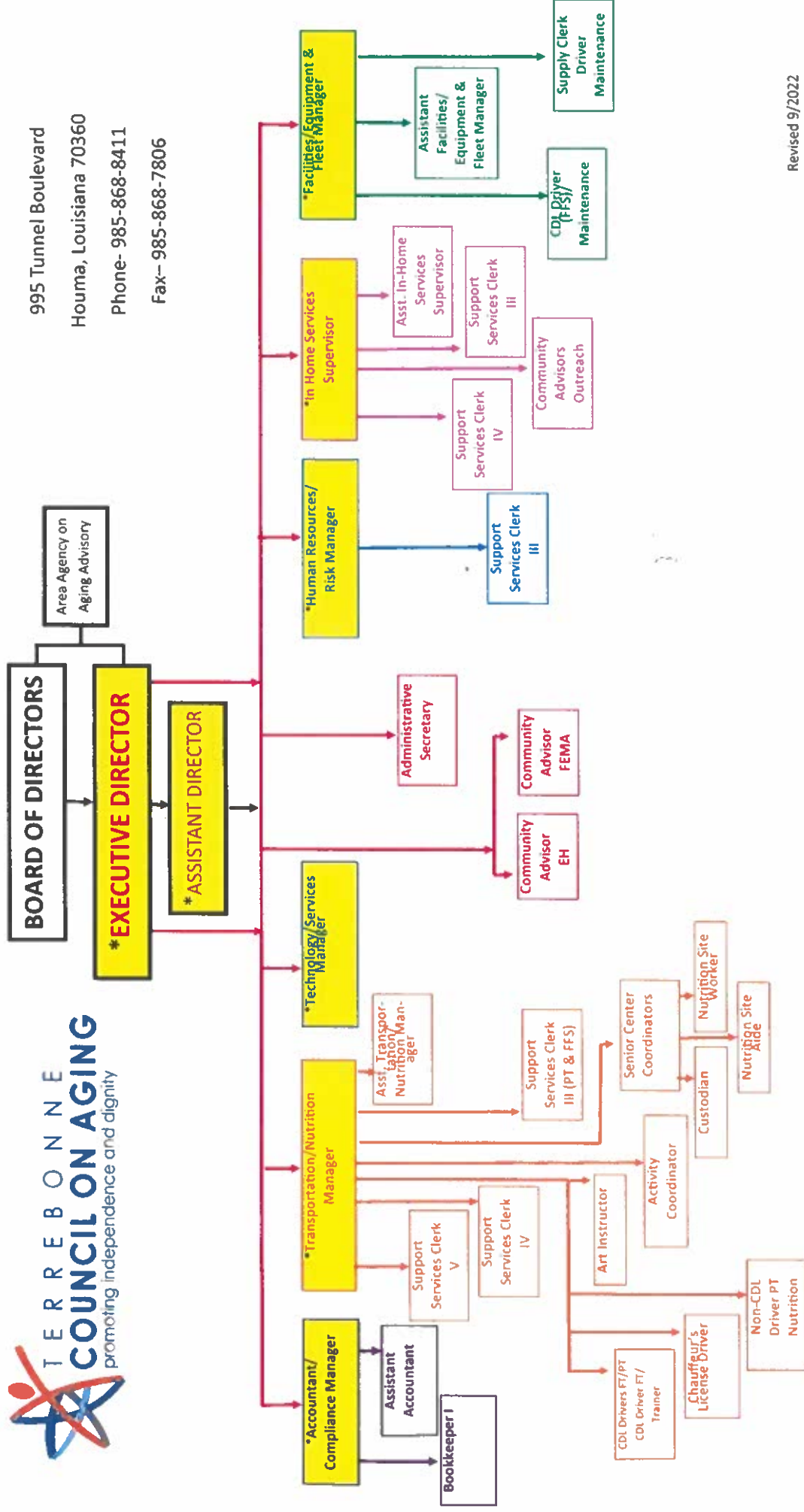
List all **community focal points** within the PSA utilized or owned by the AAA.

	Designated Community Focal Point	Physical Address of Focal Point (i.e. 123 Main St. City, State, Zip)	Services Provided	Services Coordinated w/ other Agencies?
1.	Terrebonne Parish Consolidated Government	Government Tower 8026 Main St., Houma, LA 70360	Food Commodity Distribution, Utility Assistance, Venues for Senior Social Events	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.	Terrebonne Parish Sherriff's Office	3441 W. Park Ave., Gray, LA 70359	Conducts Wellness Checks	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3.	TP Emergency Operations Center	101 Government St., Gray, LA 70359	Emergency Transportation during a disaster	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4.	Terrebonne Area Agency on Aging/Council on Aging (Operations Center)	995 West Tunnel Blvd. Houma, LA 70360	Home and Community-Based Services under Title III of OAA	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5.	Shady Acres Senior Center	6512 W. Main St., Houma LA 70360	Congregate Meals, Wellness, Recreation, Legal Services, Education, Food Commodity Distribution	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6.	Schriever Senior Center	138 Hwy. 311, Schriever, LA 70395	Congregate Meals, Wellness, Recreation, Legal Services, Education, Food Commodity Distribution	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7.	Chauvin Senior Center	113 Senior Citizen St., Chauvin, LA 70344	Congregate Meals, Wellness, Recreation, Legal	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

	Chauvin Senior Center Cont'd.		Services, Education, Food Commodity Distribution	
8.	Neal Ransonet Senior Center	1122 Cross St., Montegut, LA 70377 – (currently under construction)	Congregate Meals, Wellness, Recreation, Legal Services, and Education, Food Commodity Distribution	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9.	Shady Lane Apartments- Elderly Housing	6516 W. Main St., Houma, LA 70360	Home-Delivered Meals, Food Commodity Distribution	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10.	Dularge Recreation Center	1657 Dr. Beatrous Rd., Theriot, LA 70397	Congregate Meals once a month	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11.	Bayou Black Recreation Center	3688 Southdown Mandalay Rd., Houma, LA 70360	Congregate Meals once a month; Food Commodity Distribution	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
12.	Mechanicville Recreation Center	2814 Senator Circle, Houma, LA 70363	Congregate Meals, Wellness, and Recreation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
13.	Devon Keller Memorial/Recreation Center	5575 Bayou Black Dr., Gibson, LA 70356	Food Commodity Distribution	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
14.	East Park Recreation Center	107 Roberts St. Houma, LA 70363	Food Commodity Distribution	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
15.				<input type="checkbox"/> Yes <input type="checkbox"/> No
16.				<input type="checkbox"/> Yes <input type="checkbox"/> No
17.				<input type="checkbox"/> Yes <input type="checkbox"/> No
18.				<input type="checkbox"/> Yes <input type="checkbox"/> No

Section 4: Description of the Area Agency on Aging

I. AAA Organizational Chart



Revised 9/2022

Section 4: Description of the AAA
Cont'd

II. AAA Structure

Terrebonne AAA/COA's is governed by an 11-member volunteer Board of Directors who receives advice and recommendations from the AAA's 7-member volunteer Advisory Council. The Terrebonne AAA/COA's Executive Director reports directly to the Board of Directors.

The main administrative functions of the agency lie on the Executive Director and the rest of the agency's management staff and department heads.

III. AAA Operational Plan

During weekly administrative meetings, the Executive Director meets with managers and supervisors to discuss the needs and challenges that occurred during the previous week's operations. The group strategizes how to best address issues and challenges, as well as develop new ways to better assist clients with their needs.

Terrebonne AAA/COA currently have 65+ employees; eight (8) of whom manage and monitor both direct and sub-contracted community programs and services, financial and regulatory compliance, always working towards efficiency and accuracy in the workplace. The rest of the employees provide direct delivery of services such as: Home Delivered and Congregate Meals, Transportation, Outreach, Information and Assistance, Visiting, Telephoning, Recreation, Material Aid, Public Education, Utility Assistance, as well as medication assistance through the SenioRx Program. Terrebonne AAA/COA also employs staff who are assigned to provide specialized services such as Aging and Disability Resource Center (ADRC), for both parishes of Terrebonne and Lafourche, and Disaster Case Management to assist seniors in filing claims and appeals to FEMA and private insurance providers after a disaster.

In addition, Terrebonne AAA/COA is continuously reaching out to other service agencies in the Parish Service Area to efficiently deliver needed services to its elderly and disabled clients, while also avoiding duplication of service.

Due to living in an area that is high-risk for storms and hurricanes, Terrebonne AAA/COA is always in the disaster preparation, planning, and readiness mode. Copies of a detailed and comprehensive emergency plan of action is distributed to all employees, ready to be applied and followed when a disaster hits and service delivery and general operations of the agency are affected.

ROLE OF THE BOARD OF DIRECTORS

Terrebonne AAA/COA strives to reflect the diversity of the people it serves. The Board of Directors is the governing body of the AAA/COA, responsible for the management and direction of the agency. Board members establish policies governing all aspects of the agency's operations and are responsible for enforcement of such policies. The Board also control all assets, and are responsible for finances, including the annual audit.

Section 4: Description of the AAA

Cont'd

ROLE OF THE ADVISORY COUNCIL

In addition to the Board of Directors, the agency is guided by an Advisory Council. The Council is composed of seven volunteer members, at least two-thirds of whom are older persons. The Council includes members who are service recipients, older community residents, members of the general public, and elected officials. One purpose of the Council is to review, approve and update the area plan. The Council reviews and comments on other agency programs and activities throughout the year.

ROLE OF THE EXECUTIVE DIRECTOR

Terrebonne AAA/COA's Executive Director serves as the administrative officer of the agency, and is responsible for its day-to-day operations. The Executive Director reports to the 11-member volunteer Board of Directors. The Executive Director oversees the operational aspects, the planning, the development, and the contractual management of the agency's supportive services programs.

The Executive Director is also responsible for the agency's contracting process, coordinating the development of the budget and service objectives, program development, community relations, marketing, research, government and legislative relations and the evaluation of programs and operations of the agency.

Section 5: Planning Process-Establishing Priorities

TERREBONNE AAA/COA continues to be involved in the planning process of the delivery of community-based services and programs in the PSA by actively participating in various community meetings, Board Meetings, and Health Fairs. Terrebonne AAA/COA is also involved, and in communication with, the Parish Office of Emergency Preparedness, the Bayou Area Regional Recovery Committee (BARR), various senior network organizations, (local, state and national), including but not limited to the Governor's Office of Elderly Affairs (GOEA), Meals on Wheels of America (MOW), National Association of Area Agencies on Aging (N4A), and the Louisiana Aging Network Association (LANA).

The Executive Director, having served as Parish President, knows the "heartbeat" of the people of Terrebonne. He works closely with Parish Council members, the Sheriff, and other local officials and is also active in the local Chamber of Commerce and other non-profit organizations serving the people of Terrebonne. He also maintains contact with state legislators and representatives, asking them to keep the needs of the elderly citizens a priority.

The main tools AAA/COA uses to plan and develop its programs and services are: (1) the State's Needs Assessment Survey results, (2) the comments and the feedback of those who attended the community meetings and the public hearings held in the different districts of the PSA, and (3) comments and input from the AAA/COA's Advisory Council and Board of Directors.

Note: To reach the different population groups in the PSA, the AAA/COA advertised the Area Plan Community Meetings and the Public Hearings widely, using social media (Facebook), the AAA/COA's website, radio announcements, and early posting of the flyer in several key locations in the PSA (recreation centers, gymnasiums, senior centers, lunch sites, etc.), as well as the AAA/COA's Operations Center.

Both the survey results and the feedback are submitted to the members of the AAA's Advisory Council and the Board of Directors for review and consideration. Relevant feedbacks are included and addressed in the Area Plan.

The AAA/COA's Executive Director ensured that the Area Plan has been developed in accordance with all rules and regulations under the Older Americans Act, as well as the timely submission of the Area Plan to the GOEA, and any consequent amendments to the Area Plan during the 4-year period, (2023-2027).

The Advisory Council reviewed and commented on the Area Plan. Throughout the Area Plan period, Advisory Council members will meet quarterly to discuss and evaluate the effectiveness of the AAA's programs and services. The Advisory Council may recommend changes and additions to the Area Plan, that will be submitted to the AAA/COA Board of Directors for further discussion and consideration.

The AAA/COA's Board of Directors reviewed and approved the Area Plan. The Board will also discuss and consider recommendations received from the Advisory Council and approve any changes and additions to the Area Plan throughout the 4-year period, prior to submission to the GOEA.

Section 6: Needs Assessment

Terrebonne AAA/TCOA used the Louisiana Statewide Needs Assessment Survey results in determining the most needed services in the PSA. The following are the survey results tabulated from 1 - 5, with number 1 being the most immediate need. Terrebonne AAA/COA sets its service goals for the next 4 years based on the needs discovered through the Louisiana Statewide Needs Assessment survey.

1. Access to Services
2. Fall Prevention
3. Keeping Warm/Cool at Home
4. Home-Delivered Meals
5. Transportation

Priority Needs (top 5) based on the Louisiana Statewide Needs Assessment		
1	Access to Available Services	<p>Provision of assistance and referrals to clients in order for them to access available services and programs in the PSA.</p> <p>Terrebonne AAA/COA provides this service through the agency's Information and Assistance Program. Terrebonne AAA/COA continuously reaches out to clients by actively promoting services and resources available to seniors, not only through the AAA/COA but through and from other organizations and non-profits in the PSA. Terrebonne AAA/COA not only distribute informative brochures throughout the PSA but it also maintains presence on the Internet through its website (www.terrebonnecoa.org) and Facebook pages, as well as by making media announcements regularly in both print and radio.</p> <p>Assistance is given in the form of referrals, transportation, person-to-person interaction, third-party intervention, and by providing computer access and assistance, as needed (e.g. SNAP benefits application).</p>
2	Fall Prevention	<p>Any action taken to help reduce the number of accidental falls suffered by susceptible individuals, such as the elderly, especially those with neurological indications.</p> <p>Currently, Terrebonne AAA/COA, does not have a program designed to specifically address fall prevention. However, from time to time, a third-party provider will do a short in-service at the senior centers on fall prevention. Fall prevention, in terms of strength and balance training can, and will be incorporated in the wellness exercises conducted at the Senior Centers.</p> <p>Materials on fall prevention can be printed and distributed to home-bound clients and published on AAA/COA's website, regularly.</p> <p>A client's fall history is included in the assessment tool/questionnaire the AAA/COA uses to help identify clients who are more susceptible to falls. AAA/COA will develop a plan to aid home-bound clients who are susceptible to falls that may include provision of mobility aid devices, referrals to health agencies that can provide strength and balance exercises in the client's home, etc.</p>

3	Keeping Warm or Cool at Home	<p>Ability to keep a home temperature that is safe for older adults.</p> <p>Terrebonne AAA/COA is able to assist clients financially through its Utility Assistance Program that is funded through local funds, as well as through private grants. AAA/COA also works with Entergy's Power to Care Program wherein Entergy customers can donate funds through their energy bills for the benefit of Terrebonne AAA/COA's clients.</p> <p>AAA/COA also has a fan and heater giveaway every year, as funding allows.</p>
4	Home-Delivered Meals	<p>A meal provided to a qualified individual who is homebound. A meal that:</p> <p>Complies 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 as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences, provides a minimum of 33 and 1/3 percent of the current daily Recommended Dietary Allowances (RDA).</p> <p>Terrebonne AAA/COA is able to meet this need and provides a home-delivered meal to approximately 550+ clients a day.</p> <p>In 2018, TCOA's Cooperative Endeavor with the Terrebonne Parish Sheriff's Office and the Parish Consolidated Government was terminated due to the prohibitive cost of preparing the meals. Instead, Terrebonne AAA/COA signed a Memorandum of Understanding with the Lafourche Parish Sheriff's Office (LPSO) wherein LPSO prepares and packages the meals for both the Home-Delivered and Congregate meal programs for up to 1,000 meals per day at a cost of \$4.00 per meal, excluding the cost of the milk that comes with each meal.</p> <p>In FY22, 1,167,075 meals were delivered to 1,030 unduplicated home-bound clients.</p>
5	Transportation	<p>The provision of a means of transportation to a person who requires help in going from one location (client's home) to another (non-emergency medical appointments, including but not limited to dialysis clinics; grocery stores, governmental entities, etc.) using a vehicle.</p> <p>Terrebonne AAA/COA provides this service on demand. Passengers are advised to call-in their request for a ride by noon, the day before the scheduled trip. Average number of passengers fluctuates daily.</p> <p>Although the AAA/COA is able to get clients to their scheduled appointments on time, there can be a long wait-time for clients to get picked-up for their return trip home. The agency's Transportation Department is continuously working to shorten wait times, as much as possible.</p> <p>In FY22, Terrebonne AAA/COA provided 23,682 trips to 651 unduplicated clients under the Title3B Program, 4,010 trips to 141 unduplicated clients under its Local Transportation Program, and 1,001 trips to those living in the rural areas of the PSA under the General Population Rural Program (GPR). Trips can be as long as 60 miles, one way.</p>

Section 6: Needs Assessment

Cont'd.

Although “*Having Someone to Talk To*” is not part of the top five on the survey results, in terms of importance, a combined total of 77.6% or 321 responders said it is very important or important for them to have someone to talk to. Since 92% or 382 of the 415 people who responded to the survey are age 60 and older, it is evident that the risk of loneliness and isolation in the older adult population in the PSA is quite high. Loneliness and isolation among high-risk seniors are addressed in this Area Plan.

The LA Needs Assessment results also showed that 29.4 % of the responders or 122 people are caregivers to someone who is age 60 and older. 17.1% or 71 of them noted that they sometimes need temporary relief from caregiver duties. AAA/COA continues to provide Respite services and other resources to those caring for seniors, age 60 and older, in the PSA through the National Family Caregiver Program.

More than half of survey responders said that information, service, and support for mental health issues such as Alzheimer's and Dementia are very important to them. Terrebonne Parish currently has nine (9) memory care facilities where medical providers can refer family members of those living with such disorders to. Also, the AAA/COA works closely with the Bayou Region Alzheimer's Services, a non-profit organization that promotes awareness and information on the disease and provides support and resources to those who care for persons with Alzheimer's, in the PSA and other neighboring parishes. Mental health classes/workshops are held periodically and educational materials are always available at the different AAA/COA locations. Printed informative materials are distributed to home-bound clients and their caregivers.

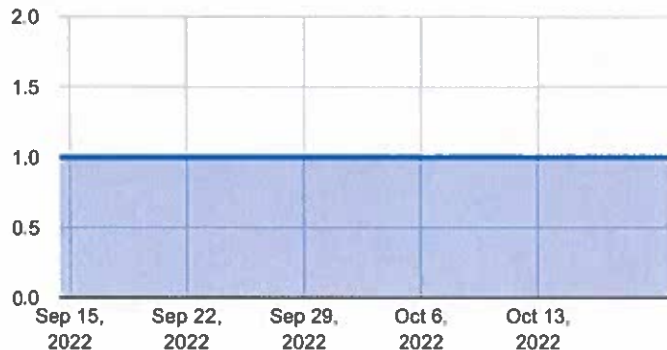
To reach and communicate with residents of the PSA who have limited English proficiency, AAA/COA staff have access to an interpreter over the phone through the Language Marketplace, a company that offers on-demand phone interpretation service. Staff are able to use the interpreter service whenever needed, whether they are in the client's home, at the senior center, or at the AAA/COA's main office.

In the previous Area Plan (2018-2022), with the exception of Telephoning Service, both the number of clients served and the units of service delivered decreased dramatically due to service interruptions caused by the COVID-19 pandemic and Hurricane Ida in years 2020 and 2021.

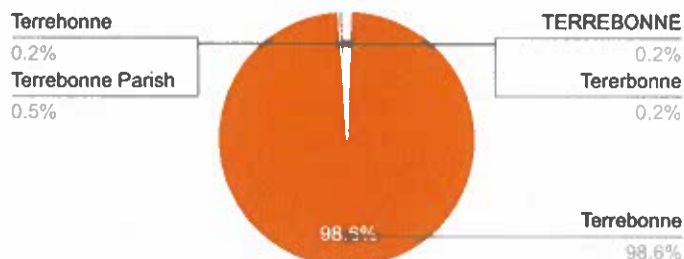
On a daily basis, Terrebonne AAA/COA uses a 10-page comprehensive assessment tool, approved by GOEA, to assess the needs of each client. A shorter version (8 pages) of the same is used in assessing the needs of Senior Center participants. Both assessment tools are based on numerical scores given based on the answers the client provides to several sets of questions which address many facets of an elderly's life as a whole: functional and physical abilities, medical and mental capacities, financial position, available support system, and his or her home environment. The higher the score, the greater the need. The information gathered from these tools are entered into the SAMS Client Tracking Software for statistical reports that are vital in the monitoring and evaluation process of the agency's programs and services.

The assessment tools also help identify older adults with the greatest economic and social need, (described in Section 7-III of this Area Plan), those with severe disabilities, and individuals with Alzheimer's disease or related disorders. The homebound and/or isolated elderly is given priority. A 90-year old resident requesting a meal will not be turned down, regardless of how he or she scored on the assessment.

Timestamp



In what parish do you reside? If more than one place, enter the name of the parish where the residence in which you spend the most time is located:



In what city do you reside? If more than one place

Houma
Schriever
Chauvin
Gray
Bourg
Montegut
Dulac
Gibson

Sum of In what zip code do you reside? If more than

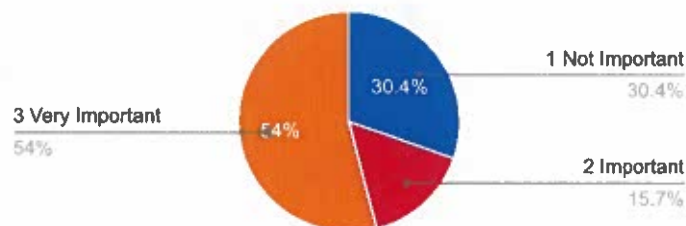


Please tell us your age:

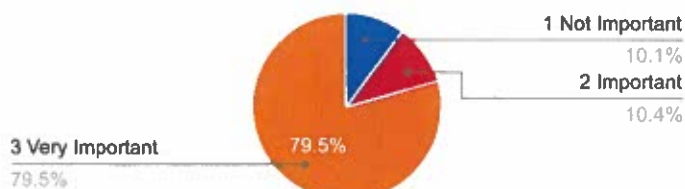
Top results

85+	98
80-84	79
70-74	67
65-69	53
75-79	47
60-64	38
Under 59	33

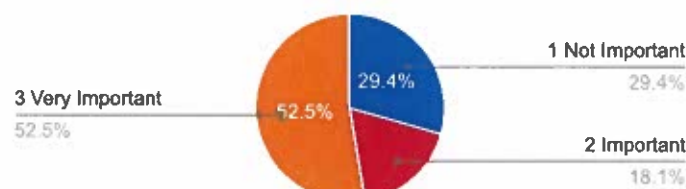
Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Having access to the Internet?] NOT_FOUND



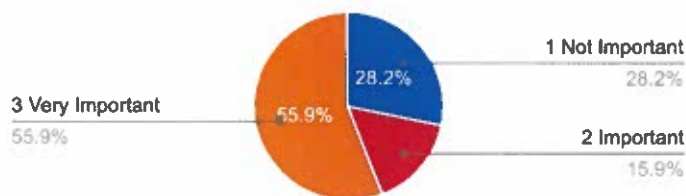
Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Knowing what services are available for seniors and how to access the services?] NOT_FOUND



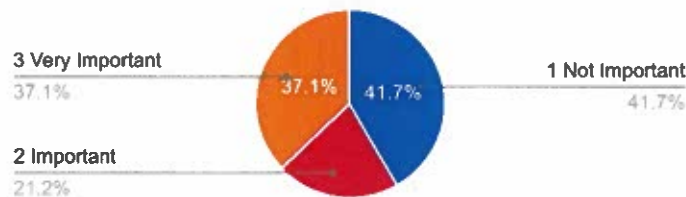
Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Information or help applying for health insurance or prescription coverage?] NOT_FOUND



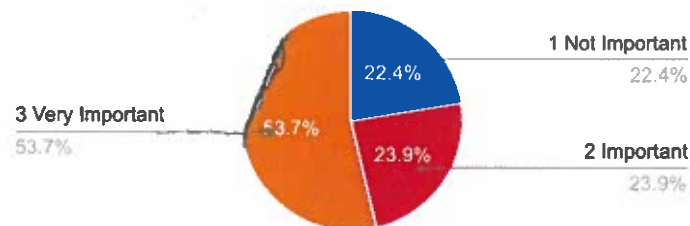
Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Transportation to the Senior Center, store, doctor's office, pharmacy, or other location?] NOT_FOUND



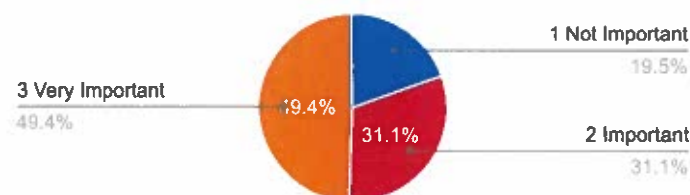
Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Learning computer basics, how to use the internet or other skills?] NOT_FOUND



Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Having someone to talk to when I feel lonely?] NOT_FOUND

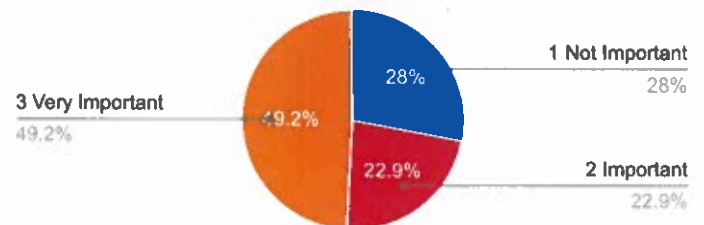


Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Information on healthy eating to maintain physical health and overall well-being?] NOT_FOUND

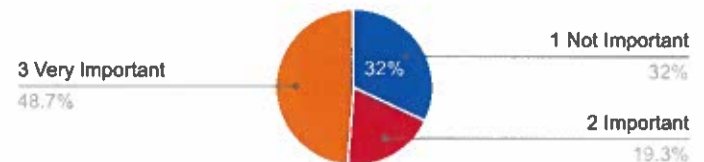


Please indicate your answer on a Scale of 1 (Not

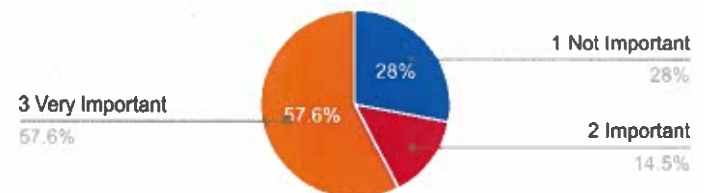
Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Having a meal with a friend or others my age?] NOT_FOUND



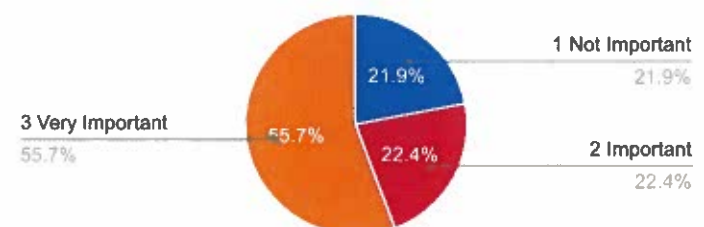
Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Participating in fun group activities (e.g. day trips, exercising, dancing, walking, crafts, music, Bingo, etc.) with others my age?] NOT_FOUND



Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Having someone deliver a meal to my home every day?] NOT_FOUND

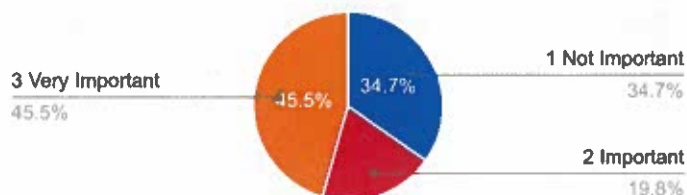


Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Help keeping my home clean?] NOT_FOUND

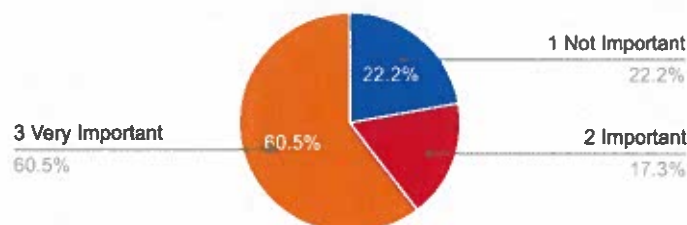


Please indicate your answer on a Scale of 1 (Not

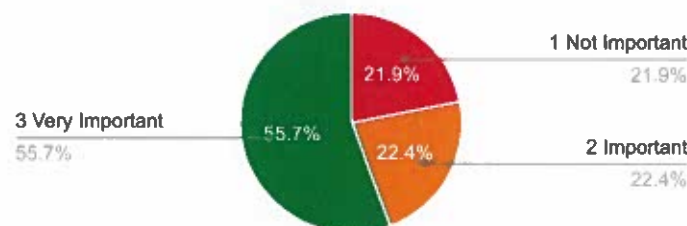
Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Help with personal care (bathing, dressing, eating meals, taking medicine, etc.)?] NOT_FOUND



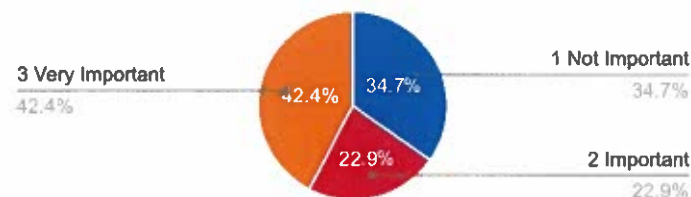
Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Keeping warm or cool as weather changes?] NOT_FOUND



Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Having a Senior Center that is close to my home?] NOT_FOUND



Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Access to Respite Care Facilities (Licensed Adult Residential Care Homes for assisted independent living)?] NOT_FOUND

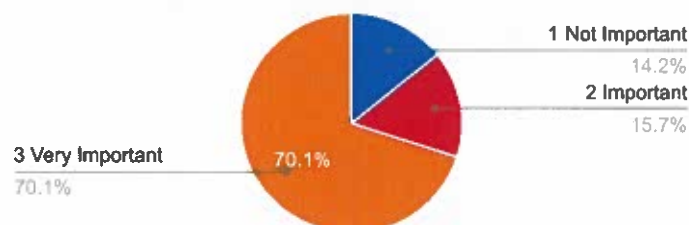


Which of the following do you experience hardships affording and would obtain financial assistance to pay, if available? Check all that apply: [Hearing Exam and/or Hearing Aids] NOT_FOUND

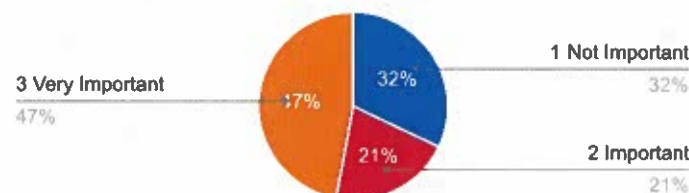
Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Information, service and support for mental health issues (Alzheimer's, Dementia, Depression and other Disorders of the brain)?] NOT_FOUND



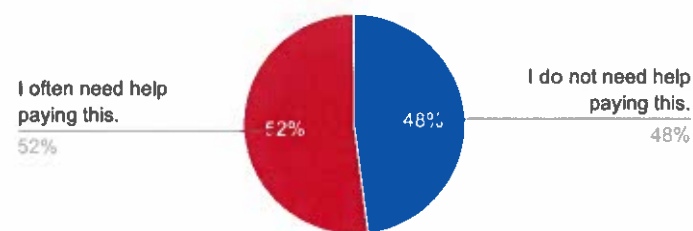
Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Preventing falls and other accidents?] NOT_FOUND



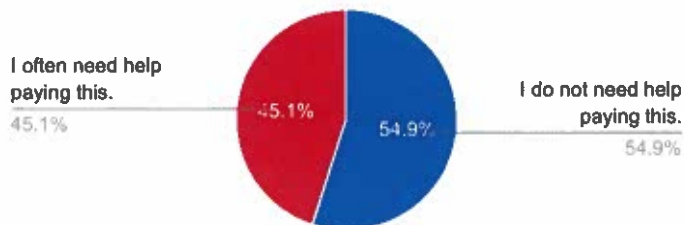
Please indicate your answer on a Scale of 1 (Not Important) to 3 (Very Important) by selecting the radio button below the number. How important is: [Respite Care Service (short-term relief service provided in your own home to give caregivers a break)?] NOT_FOUND



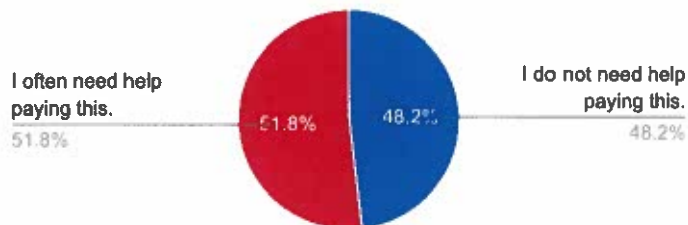
Which of the following do you experience hardships affording and would obtain financial assistance to pay, if available? Check all that apply: [Dental Care and/or Dentures] NOT_FOUND



Which of the following do you experience hardships affording and would obtain financial assistance to pay, if available? Check all that apply: [Eye Exam/Glasses] NOT_FOUND



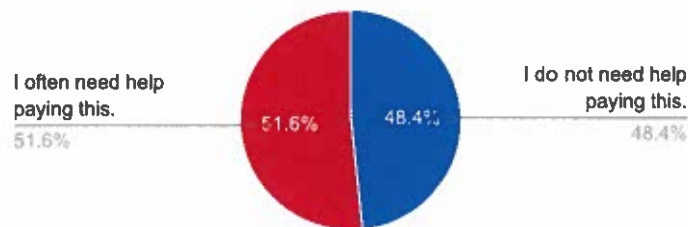
Which of the following do you experience hardships affording and would obtain financial assistance to pay, if available? Check all that apply: [Health Insurance] NOT_FOUND



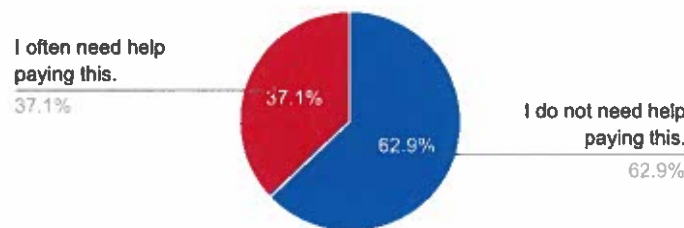
Which of the following do you experience hardships affording and would obtain financial assistance to pay, if available? Check all that apply: [Healthy Food] NOT_FOUND



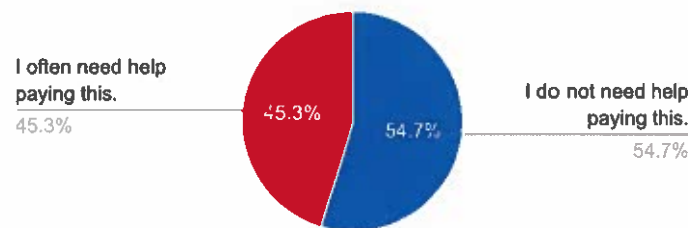
Which of the following do you experience hardships affording and would obtain financial assistance to pay, if available? Check all that apply: [Medicare] NOT_FOUND



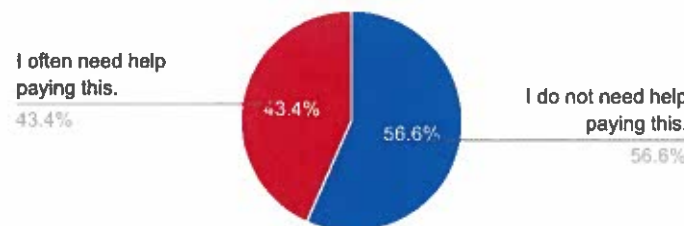
Which of the following do you experience hardships affording and would obtain financial assistance to pay, if available? Check all that apply: [Prescriptions or prescription drug coverage] NOT_FOUND



Which of the following do you experience hardships affording and would obtain financial assistance to pay, if available? Check all that apply: [Other Assistive Medical Devices] NOT_FOUND



If you care for an Older Adult aged 60 years or older, please tell us how much you agree with each of the following statements. Which of these statements apply to you? Indicate your level of agreement by selecting: 1: Disagree 2: Neutral 3: Agree 4: N/A (I do not care for an older adult). [I need help paying for services needed by the person I care for] NOT_FOUND



If you care for an Older Adult aged 60 years or older, please tell us how much you agree with each of the following statements. Which of these statements apply to you? Indicate your level of agreement by selecting: 1: Disagree 2: Neutral 3: Agree 4: N/A (I do not care for an older adult). [I need help locating services for the person I care for] NOT_FOUND



If you care for an Older Adult aged 60 years or older, please tell us how much you agree with each of the following statements. Which of these statements apply to you? Indicate your level of agreement by selecting: 1: Disagree 2: Neutral 3: Agree 4: N/A (I do not care for an older adult). [I would like training on caring for someone at home] NOT_FOUND

person I care for; NOT_FOUND



If you care for an Older Adult aged 60 years or older, please tell us how much you agree with each of the following statements. Which of these statements apply to you? Indicate your level of agreement by selecting: 1: Disagree 2: Neutral 3: Agree 4: N/A (I do not care for an older adult). [I need a place for the person I care for to go during the day] NOT_FOUND

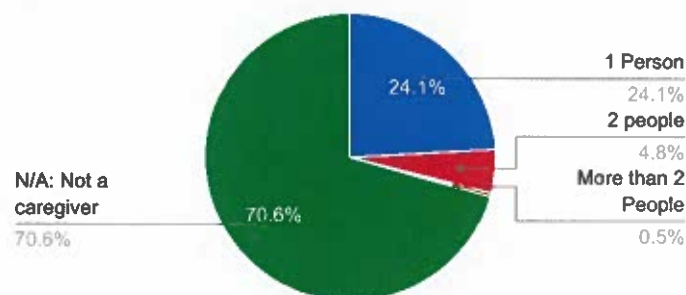
someone at home; NOT_FOUND



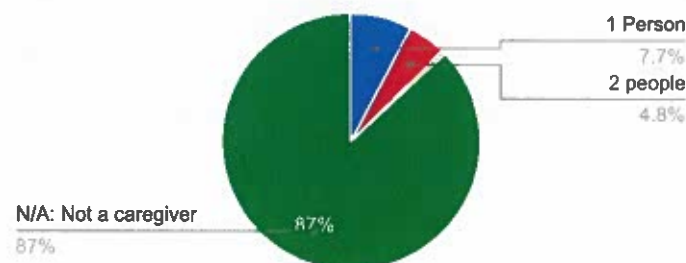
If you care for an Older Adult aged 60 years or older, please tell us how much you agree with each of the following statements. Which of these statements apply to you? Indicate your level of agreement by selecting: 1: Disagree 2: Neutral 3: Agree 4: N/A (I do not care for an older adult). [I sometimes need temporary relief from my caregiver duties (respite)] NOT_FOUND



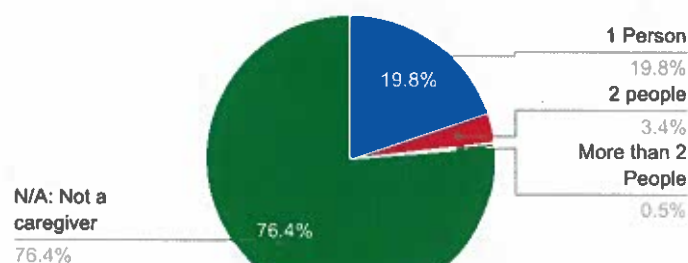
CAREGIVERS: Of the persons you care for, how many of those are: [Over 60 years old] NOT_FOUND



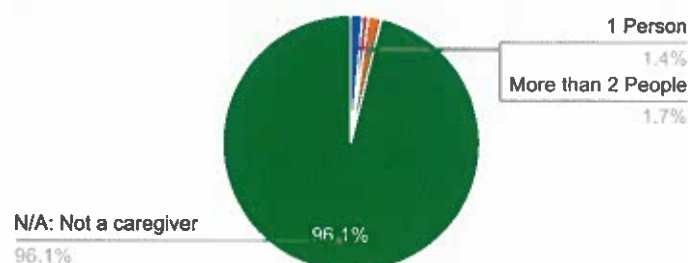
CAREGIVERS: Of the persons you care for, how many of those are: [Both Over 60 years old and disabled] NOT_FOUND



CAREGIVERS: Of the persons you care for, how many of those are: [Disabled] NOT_FOUND



CAREGIVERS: Of the persons you care for, how many of those are: [Child/Children under Age 18] NOT_FOUND



Race and Ethnicity (Listed in alphabetical order) /

White/Caucasian (non-Hispanic)
Black/African-American
I do not wish to answer.
American Indian or Alaska Native
American Indian or Alaska Native, White/Caucasian (non-Hispanic)
Asian or Asian American
Hispanic, Latinx or Spanish Origin

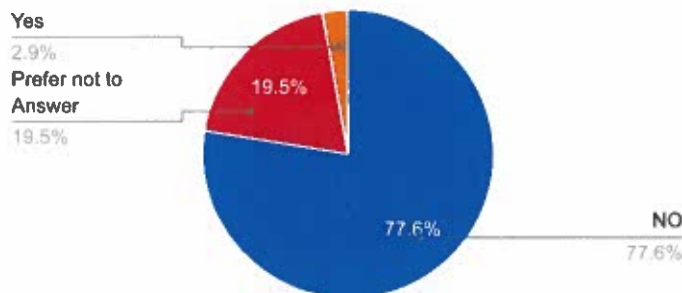
Which of the following best describes you? Select

Woman
Man
Prefer not to Answer
Man, Woman
Man, Prefer not to Answer

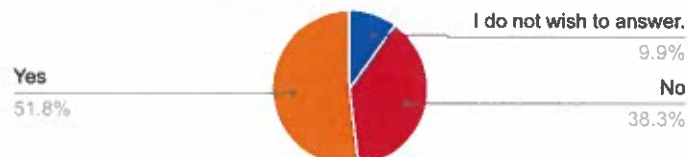
American Indian or Alaska Native, Black/African-American

Man, woman, Transgender, Other, Not listed here, Prefer not to Answer

Do you identify as a member of the LGBTQIA+ community?:



Disability Status Do you have a long-lasting or chronic condition (such as physical, visual, auditory, cognitive, emotional or other) that requires ongoing accommodations for you to conduct daily life activities (such as your ability to see, hear or speak; to learn, remember or concentrate)?



Disability Status We are interested in this data regarding

I do not have a disability
A mobility impairment
I do not wish to answer.
A long-term medical illness (e.g. epilepsy, cystic fibrosis)
A long-term mental health condition (e.g. depression, anxiety)
A long-term mental health condition (e.g. depression, anxiety)
A long-term medical illness (e.g. epilepsy, cystic fibrosis)
A sensory impairment

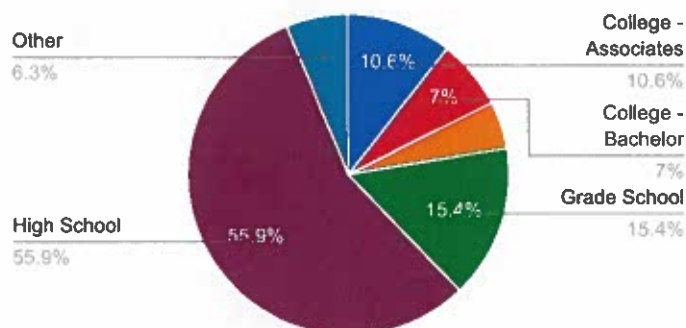
What is your Relationship Status? Top results

Married 1.0%
Widowed 1.0%
Divorced 0.0%
Single 4.0%
I do not wish to answer.
Partnered
Separated

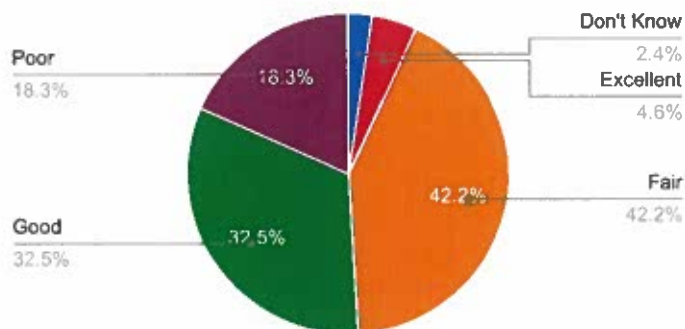
What language do you speak at home? Top results

English
English, French
French
English, Other
Spanish
English, Spanish
English, Vietnamese

Highest grade or college level completed?

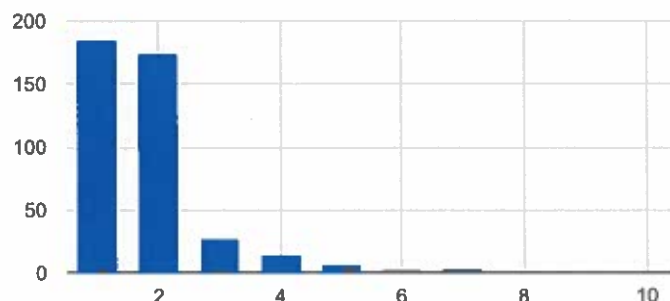


In general, how do you rate your health?



How many people live in your household?

Average: 1.83



Is there anything else you would like for the Area

no.

No

no

None

none.

61 hours college credits

A House Replacement

Advertisement of Services



Section 7: Targeting

I. Targeting Priorities

The Older Americans Act (OAA) authorizes a wide array of community-based social service programs and objectives designed and developed to address unmet needs of older adults deemed to be in “greatest need” of support to perform normal daily activities or live independently. “Greatest needs” include both social and economic needs. Through the years, OAA, has been re-authorized and expanded. In 2020’s re-authorization, OAA expanded targeting requirements to include the following subgroups:

- Blacks
- Latinos
- Indigenous/Native Americans
- Asian Americans
- Pacific Islanders
- Other persons of color
- Members of religious minorities
- Persons with disabilities
- Persons who live in rural areas
- Persons of the LGBTQ+ community
- Persons with limited English proficiency
- Persons caring for another person
- Institutionalized persons
- Persons at-risk for institutionalization
- Persons living with HIV/AIDS
- Individuals with income at or below the poverty line

II. Description of Priority Groups

Elderly persons age 60 and older and/or disabled with the greatest economic and social needs, belonging to the following target groups, specific to Terrebonne Parish:

- (a) the low-income minority - Blacks, Latinos, women, Native Americans, and homeless whose income fall at or below the poverty level—most often caused by low education, lack of family support, substance abuse, discrimination, etc.;
- (b) members of the LGBTQ community – reaching older adults belonging to the LGBTQ community poses quite a challenge because they tend to keep their sexual orientation/gender identity a secret due to fear of discrimination, hate crimes, and societal/family scorn. Older adults in this group are likely to live alone due to being unpartnered/unmarried and lacking family support, resulting in a higher risk of being lonely and isolated;
- (c) persons with limited English proficiency - immigrants, new immigrants, whites who speaks Cajun French and other foreign language. Members of this group tend to keep to themselves and may be hesitant to seek assistance due to language barrier and fear of discrimination. They are also at higher risk of social and economic isolation caused by hesitancy to socialize, lack of family support, abuse, living in rural areas and lack of employment opportunities.

Section 7: Targeting
Cont'd.

III. Area Plan: Then and Now

The needs of older adults in the PSA, in order of importance, have shifted from four years ago. In 2018, the top 5 priority needs of seniors in the PSA were:

- (1) Respite Care,
- (2) Homemaker Service,
- (3) Home-Delivered Meals,
- (4) Information and Assistance, and
- (5) Congregate Meals

This year (2022), the top 5 priority needs identified through the LA Needs Assessment are:

- (1) Access to Services,
- (2) Fall Prevention,
- (3) Keeping Warm/Cool at Home,
- (4) Home-Delivered Meals, and
- (5) Transportation.

The target population groups have also been expanded from four years ago through the reauthorizations of the Older Americans Act. Target population now includes:

- (a) those with the greatest social need - those who are socially isolated due to communication barriers, race and/or ethnic status as well as cultural and/or geographic isolation caused by other factors such as minority religious affiliation, sexual orientation and/or gender identity.
- (b) Those with the greatest economic need – those who are experiencing isolation caused by economic factors such as income, education, employment, community safety and social supports as in those who are institutionalized or at risk for institutionalization.

Reauthorizations of the OAA continued the expansion of targeting priorities to also include individuals with limited English proficiency who may fall into both of the categories listed above.

It is part of the Terrebonne AAA/COA's Area Plan Goals and Objectives to focus its outreach efforts and resources in the next four years to identifying and servicing the needs of the priority groups in the PSA.

Section 8: Community Meetings

Terrebonne Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Dates of Meeting: September 27, 2022, at 10:00 AM
Location of Meeting: Shady Acres Senior Center
6512 W. Main St., Houma, LA 70360

1. The meeting was informal and attendees were given ample time to give their views with regards to the needs of the elderly residents of the community. (please see attached copy of the Agenda)
2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.
 - Additional Senior Centers and Lunch Sites in the PSA.
AAA/COA lost one (1) Senior Center located at the Bayou Towers Low-Income Housing Facility for seniors and disabled citizens due to Hurricane Ida. The building is declared inhabitable.
AAA/COA closed one (1) Lunch Site located at the East Park Recreation Building due to low participation.
 - Waiting List for Homemaker Services.
At this time, the third-party provider of Homemaker services is unable to meet the demand. Insufficient staffing has been and continue to be an issue since the COVID-19 pandemic.
 - Congregate Meals.
The Executive Director eliminated the waiting list for the Congregate Meal Program. Attendees are appreciative of the fact that all Senior Center participants are now receiving a meal.
3. Indicate revisions made due to comments, if applicable.

N/A

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Terrebonne Area Agency on Aging/Council on Aging, Inc.

COMMUNITY MEETING

AREA PLAN 2023-2027

Date: September 27, 2022

Time: 9:30 AM

Location: Shady Acres Senior Center
6512 W. Main Street, Houma, LA 70360

- I. Call to Order**
- II. Invocation**
- III. Pledge of Allegiance**

AGENDA

- 1. Statement of the purpose of the meeting.**
- 2. Report on the initial results of the LA Needs Assessment Survey.**
 - **Needs of older people.**
 - **Adequacy of the resources available to meet those needs.**
 - **Effectiveness and efficiency of the existing delivery system in meeting those needs.**
- 3. Discussion of what those results mean.**
- 4. Solicit feedback and views from the attendees.**
- 5. Adjourn.**

Section 8: Community Meetings

Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Dates of Meeting: September 27, 2022 at 10:30 AM
Location of Meeting: Shady Lane Apartments
6516 W. Main St., Houma, LA 70360

1. The meeting was informal and attendees were given ample time to give their views with regards to the needs of the elderly residents of the community. (please see attached copy of the Agenda)
2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.
 - Need for Affordable Housing for Seniors.
Response: (1) Housing shortage became an issue after Hurricane Ida hit in August 29, 2021.
(2) AAA/COA Executive Director started research on the possibility of building another Senior Housing (in addition to AAA/COA's Shady Lane Apartments Elderly Housing).
3. Indicate revisions made due to comments, if applicable.

N/A

Terrebonne Area Agency on Aging/Council on Aging, Inc.

COMMUNITY MEETING

AREA PLAN 2023-2027

Date: September 27, 2022

Time: 10:30 AM

**Location: SHADY LANE APTS. – ELDERLY HOUSING
6516 W MAIN ST. HOUMA, LA 70360**

- I. Call to Order**
- II. Invocation**
- III. Pledge of Allegiance**

AGENDA

- 1. Statement of the purpose of the meeting.**
- 2. Report on the initial results of the LA Needs Assessment Survey.**
 - Needs of older people.**
 - Adequacy of the resources available to meet those needs.**
 - Effectiveness and efficiency of the existing delivery system in meeting those needs.**
- 3. Discussion of what those results mean.**
- 4. Solicit feedback and views from the attendees.**
- 5. Adjourn.**

Section 8: Community Meetings

Terrebonne Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Dates of Meeting: September 29, 2022 at 10:00 AM

Location of Meeting: Chauvin/Montegut Senior Center
113 Senior Citizen St., Chauvin, LA 70344

1. The meeting was informal and attendees were given ample time to give their views with regards to the needs of the elderly residents of the community. (please see attached copy of the Agenda)
2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.
 - Help with replacing furniture and appliances damaged/lost from H. Ida.
AAA/COA was awarded a grant to help seniors with this need. However, not all applicants qualified to receive the assistance. Some did not meet the qualifying guidelines set by the grantor, some already received monies from FEMA for personal property, and some did not have a safe place to keep the new furniture and appliances. The grant period ended September 30, 2022.
 - When will the Neal Ransonet Senior Center re-open?
The AAA/COA does not own the building that houses the senior center. The owners, the Montegut Lions Club, have encountered problems with the contractor they hired to do the restoration. There is no tentative date as to when the repairs to the building will be completed.

Update: The Montegut Lions Club offered the use of their facility located at 164 S. Legion Dr., Montegut, LA 70377 to house the Neal Ransonet Senior Center until restoration work is completed. The Senior Center opened at the temporary location on November 9, 2022.

3. Indicate revisions made due to comments, if applicable.

N/A

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Terrebonne Area Agency on Aging/Council on Aging, Inc.
COMMUNITY MEETING
AREA PLAN 2023-2027

Date: September 29, 2022

Time: 10:00 AM

**Location: Chauvin/Montegut Senior Center
113 Senior Citizen St., Chauvin LA 70344**

- I. Call to Order**
- II. Invocation**
- III. Pledge of Allegiance**

AGENDA

- 1. Statement of the purpose of the meeting.**
- 2. Report on the initial results of the LA Needs Assessment Survey.**
 - Needs of older people.**
 - Adequacy of the resources available to meet those needs.**
 - Effectiveness and efficiency of the existing delivery system in meeting those needs.**
- 3. Discussion of what those results mean.**
- 4. Solicit feedback and views from the attendees.**
- 5. Adjourn.**

Section 8: Community Meetings

Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Dates of Meeting: October 4, 2022, at 10:00 AM
Location of Meeting: Schriever Senior Center
168 Hwy. 311, Schriever, LA 70395

1. The meeting was informal and attendees were given ample time to give their views with regards to the needs of the elderly residents of the community. (please see attached copy of the Agenda)

2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.

- Help with home repairs in terms of free labor.\

Response:

Client(s) referred to AAA/COA staff in charge with working with partner organizations which are providing this service to H. Ida victims.

- Long waiting time for Transportation Service.

Response:

1. AAA/COA's Transportation Service is based on demand-response. All clients are transported to their scheduled appointments on time.

2. Return pick-ups varies and could mean long wait times for clients.

3. AAA/COA understands the inconvenience and is continuously working on getting he

4. return trip wait times to be as short as possible.

- Transportation Service for Grocery Shopping.

Response:

A few weeks after H. Ida, AAA/COA experience a shortage of drivers and had to suspend this service. However, the program has long been re-started. The client was advised to call and book her ride to the grocery store with the AAA/COA's Transportation Department.

3. Indicate revisions made due to comments, if applicable.

N/A

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Terrebonne Area Agency on Aging/Council on Aging, Inc.
COMMUNITY MEETING
AREA PLAN 2023-2027

Date: October 4, 2022

Time: 10:00 AM

Location: Schriever Senior Center
138 Hwy. 311, Schriever, LA 70395

- I. Call to Order**
- II. Invocation**
- III. Pledge of Allegiance**

AGENDA

- 1. Statement of the purpose of the meeting.**
- 2. Report on the initial results of the LA Needs Assessment Survey.**
 - Needs of older people.**
 - Adequacy of the resources available to meet those needs.**
 - Effectiveness and efficiency of the existing delivery system in meeting those needs.**
- 3. Discussion of what those results mean.**
- 4. Solicit feedback and views from the attendees.**
- 5. Adjourn.**

Section 8: Community Meetings

Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Dates of Meeting: October 12, 2022, at 10:30 AM
Location of Meeting: Bayou Black Recreation Center
3688 Southdown Mandalay Road, Houma, LA 70360

1. The meeting was informal and attendees were given ample time to give their views with regards to the needs of the elderly residents of the community. (please see attached copy of the Agenda)
2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.
 - As a group, meeting attendees thank the AAA/COA for the monthly financial support of \$600 towards the Recreation Center's once-a-month meal program for seniors, 60 and older.
 - Attendees also expressed that they are thankful and are satisfied with the work AAA/COA is doing for the seniors of Terrebonne Parish.
3. Indicate revisions made due to comments, if applicable.

N/A

Terrebonne Area Agency on Aging/Council on Aging, Inc.
COMMUNITY MEETING
AREA PLAN 2023-2027

Date: October 12, 2022

Time: 10:30 AM

Location: Bayou Black Recreation Center
3688 Southdown Mandalay Rd., Houma, LA 70360

- I. Call to Order**
- II. Invocation**
- III. Pledge of Allegiance**

AGENDA

- 1. Statement of the purpose of the meeting.**
- 2. Report on the initial results of the LA Needs Assessment Survey.**
 - Needs of older people.**
 - Adequacy of the resources available to meet those needs.**
 - Effectiveness and efficiency of the existing delivery system in meeting those needs.**
- 3. Discussion of what those results mean.**
- 4. Solicit feedback and views from the attendees.**
- 5. Adjourn.**

Section 8: Community Meetings

Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Dates of Meeting: October 12, 2022, at 2:00 PM

Location of Meeting: Donner Gym
361 Azalea Dr., Donner, LA 70352

1. The meeting was informal and attendees were given ample time to give their views with regards to the needs of the elderly residents of the community. (please see attached copy of the Agenda)
2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.
 - Home-Delivered Meal.
Eligibility requirements for the Home-Delivered Meal program was briefly discussed.
 - Internet Access and Classes.
Attendees were informed of the Federal government's Affordable Connectivity Program (ACP) wherein Senior Center participants can receive a tablet, for free, provided they are at least 60 years old and qualify under the program's income guideline. Classes will be held at the centers to give seniors hands-on instructions on how to use the tablet they received and what they can use it for.
3. Indicate revisions made due to comments, if applicable.

N/A

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Terrebonne Area Agency on Aging/Council on Aging, Inc.
COMMUNITY MEETING
AREA PLAN 2023-2027

Date: **October 12, 2022**

Time: **2:00 PM**

Location: **Donner Gym**
 361 Azalea Dr., Donner, LA 70352

- I. Call to Order**
- II. Invocation**
- III. Pledge of Allegiance**

AGENDA

- 1. Statement of the purpose of the meeting.**
- 2. Report on the initial results of the LA Needs Assessment Survey.**
 - **Needs of older people.**
 - **Adequacy of the resources available to meet those needs.**
 - **Effectiveness and efficiency of the existing delivery system in meeting those needs.**
- 3. Discussion of what those results mean.**
- 4. Solicit feedback and views from the attendees.**
- 5. Adjourn.**

Section 8: Community Meetings

Terrebonne Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Dates of Meeting: October 13, 2022 at 10:00 AM
Location of Meeting: Dularge Gym
1330 Dr. Beatrous Rd., Theriot, LA 70397

- 1. The meeting was informal and attendees were given ample time to give their views with regards to the needs of the elderly residents of the community. (please see attached copy of the Agenda)
- 2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.

Attendee expressed appreciation of the monthly financial support of \$600 the AAA/COA has committed towards the Dularge community’s meal program for seniors, 60 and older.

- 3. Indicate revisions made due to comments, if applicable.

N/A



Terrebonne Area Agency on Aging/Council on Aging, Inc.
COMMUNITY MEETING
AREA PLAN 2023-2027

Date: October 13, 2022

Time: 10:00 AM

Location: Dularge Recreation Center Gym
1330 Dr. Beatrous Rd., Theriot, LA 70397

- I. Call to Order**
- II. Invocation**
- III. Pledge of Allegiance**

AGENDA

- 1. Statement of the purpose of the meeting.**
- 2. Report on the initial results of the LA Needs Assessment Survey.**
 - Needs of older people.**
 - Adequacy of the resources available to meet those needs.**
 - Effectiveness and efficiency of the existing delivery system in meeting those needs.**
- 3. Discussion of what those results mean.**
- 4. Solicit feedback and views from the attendees.**
- 5. Adjourn.**

Section 8: Community Meetings

Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Dates of Meeting: October 13, 2022, at 2:00 PM

Location of Meeting: Holy Family Church
6641 Grand Caillou Road, Dulac, LA 70353

1. The meeting was informal and attendees were given ample time to give their views with regards to the needs of the elderly residents of the community. (please see attached copy of the Agenda)
2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.
 - Transportation in times of disaster.
 1. Attendees were informed that residents, of any age, who need transportation to evacuate for safety during a storm or a hurricane must register at the AAA/COA.
 2. A list of registered persons who needs transportation to leave their homes for safety will be forwarded to the Terrebonne Parish Office of Emergency Preparedness (OEP).
 3. OEP will transport rural area residents to a safe shelter, either in another area of the parish or in a pre-determined shelter location outside of the parish.
3. Indicate revisions made due to comments, if applicable.

N/A

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Terrebonne Area Agency on Aging/Council on Aging, Inc.

COMMUNITY MEETING

AREA PLAN 2023-2027

Date: **October 13, 2022**

Time: **2:00 PM**

Location: **Holy Family Catholic Church**
 6641 Grand Caillou Rd., Dulac, LA 70353

- I. Call to Order**
- II. Invocation**
- III. Pledge of Allegiance**

AGENDA

- 1. Statement of the purpose of the meeting.**
- 2. Report on the initial results of the LA Needs Assessment Survey.**
 - **Needs of older people.**
 - **Adequacy of the resources available to meet those needs.**
 - **Effectiveness and efficiency of the existing delivery system in meeting those needs.**
- 3. Discussion of what those results mean.**
- 4. Solicit feedback and views from the attendees.**
- 5. Adjourn.**

Section 9: PUBLIC HEARING

RESULTS OF PUBLIC HEARING

TERREBONNE AREA AGENCY ON AGING

1. Complete the following record for all Public Hearings conducted.

LOCATION	DATE	# 60 +	# SERVICE PROVIDER	# ELECTED OFFICIAL	# PUBLIC OFFICIAL	# OTHERS	TOTAL # ATTEND
995 West Tunnel Blvd. Houma, LA 70360	11/7/22	3	0	0	0	3	3
168 Hwy. 311, Schriever, LA 70395	11/8/22	17	0	0	0	3	17
113 Senior Citizens St, Chauvin, LA 70344	11/9/22	22	0	0	0	4	22
164 S. Legion Dr., Montegut, LA 70377	11/9/22	9	0	0	0	2	9
6512 W, Main St., Houma, LA 70360	11/10/22	42	0	0	0	7	43

2. Briefly summarize comments of those in attendance.

Attendees of the Public Hearings appreciated getting the results of the LA Needs Assessment Survey.

3. Indicate needs identified through public hearings from the following:

The need to address seniors' personal safety concerns and crime prevention - needs that were not addressed in the LA Needs Assessment.

Elected Officials:

N/A

Public Officials:

N/A

Section 9: Public Hearing

Cont'd

Service providers:

N/A

Service Recipients:

- (1) Crime Prevention and Senior Safety is a concern:
 - Drugs and drug use in the community (such as Fentanyl)
 - Scams
 - Safety while in public areas: banks, grocery stores, etc.
 - How to avoid becoming a victim of a violent attack
 - Would like to receive some type of a personal alarm system (something that makes a loud noise)
- (2) Would like to receive more COVID-19 Home Test Kits.
- (3) Would like to receive some form of legal advice – service provider has not been at the Center since the onset of COVID-19 in 2020.

Older individuals: (same as service recipients)

Others (i.e. caretakers): AAA/COA Staff

4. Summarize comments and indicate revisions made due to comments, if applicable.

Comment: Concern for personal safety and how to prevent being a victim of violent crimes.

Changes: Due to the above comment, Crime Prevention and Senior Safety was added to the AAA/COA goals and objectives for the next 4 years.
5. Specify methods and dates used in publicizing hearings.
 - Posters and Flyers at all AAA/COA locations throughout the Parish
Posted 14 days prior to the Public Hearings
 - AAA/COA's Website (www.terrebonnecoa.org) that is available to the entire PSA
Posted 14 days prior to the Public Hearings
 - Flyers distributed to recipients, their family members and caregivers, of in-home services – Distributed 2 weeks prior to the Public Hearings
6. Indicate the views of service recipients regarding general policy in the development and administration of the area plan.

Attendees agreed with the set of Goals and Objectives the AAA/COA listed in the Area Plan, as well as the general policy with regards to program administration and service delivery as described in the Plan.

Section 10: Identification of Priorities

As discussed in Section 6 of this Area Plan, Terrebonne AAA/COA will focus its services and programs on the priority needs discovered through the recently conducted needs assessment survey. To recap, the top 5 priority needs, in order of importance are: Access to Services, Fall Prevention, Keeping Warm or Cool in My Home, Home-Delivered Meals and Transportation.

Terrebonne AAA/COA and its leadership has allocated local funds to supplement and expand Title IIB Services under the Older Americans Act to reach and serve the members of the LGBTQ community, persons with limited English proficiency, persons who are isolated, as well as the caregivers of older adults.

Terrebonne AAA/COA will address as much of the needs discovered through this year's LA Needs Assessment. Priority will be given to the top five (5) deemed to be most important by survey responders.

Section 11: Area Plan Goals and Objectives

Goal # 1:

Expand knowledge of and access to the core programs of the Older Americans Act, specifically the Home and Community-Based Services (HCBS).

Rationale: Information on how to access services, promoting independence, encouraging wellness and a self-supporting lifestyle, while maintaining safety, is vital for older adults who desire to age in place.

In an effort to reach those who would benefit from the services the Agency provides, we continue to be actively engaged in raising awareness and promoting the programs and services available to older adults, adults with disabilities and caregivers

		Projected Start & End Dates	Update Status
Objective # 1	Agency staff will work with hospitals, clinics, discharge planners, home health agencies, doctor's offices and other organizations in the PSA to improve awareness of senior programs, available services, and caregiver resources.	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	Community organizations will receive current information and be better informed of available services, making the information more readily available, accessible and accurate for target population.		
Measurement:	Number of community organizations receiving information that is accurate and ready to share to those of the target population in most need of the information and related services.		
Projections:			
	FY 24: 4 Organizations		
	FY 25: 4 Organizations		
	FY 26: 4 Organizations		
	FY 27: 4 Organizations		
	By the end of FY 2027, a total of 16 organizations provided with current information on senior programs and services available in the PSA.		
Objective # 2	AAA will seek media contacts regarding AAA's mission, programs and services it provides, as well as creating opportunities for Agency staff to present information	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	The public will receive current information and be better informed of available services and programs.		
Measurement:	Number of Public Information activities completed and the number of people in the target population reached.		

Projections: FY 24: FY 25: FY 26: FY 27:	2024 - 1 Facebook /2 TikTok videos reaching entire PSA viewing area 2025 – 1 Facebook/ 1 You Tube Broadcast reaching entire PSA viewing area 2026 – 2 Facebook/2 You Tube broadcasts – reaching entire PSA viewing area 2027 -1 Local News/1 Radio Broadcast – reaching entire PSA viewing area		
Objective # 3 Outcome: Measurement: Projections: FY 24: FY 25: FY 26: FY 27:	Advertise and or write articles regularly in newspapers, publications, websites or Facebook. The public will be informed concerning older adult issues and the services and programs available Number of Advertisements/Articles published. 1 advertisement and 1 article published 1 advertisement and 1 article published 1 advertisement and 1 article published 1 advertisement and 1 article published By the end of FY 2027, a total of eight (4) advertisements and four (4) articles would have been published.	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Objective # 4 Outcome: Measurement: Projections: FY 24: FY 25: FY 26: FY 27:	Engage in Outreach efforts to distribute current community information to individuals and organizations that provide supportive services to age 60+ adults, caregivers and adults with disabilities. Broadened awareness on supportive services offered in each community for older adults, caregivers and adults with disabilities. Number of outreach materials distributed. 500 brochures listing available services in the PSA distributed 500 brochures listing available services in the PSA distributed 500 brochures listing available services in the PSA distributed 500 brochures listing available services in the PSA distributed 500 brochures listing available services in the PSA distributed	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year

	A total of 2000 printed materials handed out by the end of 2027.		
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Goal #2: Strengthen partnerships with community groups and seek to establish partnerships with compatible community organizations to provide home and community-based services.

Rationale: The age 60+ population in our PSA is continuing to increase. It is imperative to partner with compatible organizations to develop a coordinated, integrated system of care to provide essential services for older adults, adults with disabilities and caregivers.

		Projected Start & End Dates	Update Status
Objective # 1	To increase knowledge on what types of services each organization provides, thereby identifying prospective partners for the AAA/COA. Compatible organizations could be community-based, government-based and faith-based, and include private not-for-profit entities, also.	7-1-23 – 6-30-27	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year
Outcome:	Organizations with compatible purpose and service programs as that of the AAA/COA are identified.		
Measurement:	Number of organizations identified as a potential partner for the AAA/COA.		
Projections:			
FY 24:	2 Organizations		
FY 25:	2 Organizations		
FY 26:	2 Organizations		
FY 27:	2 Organizations		
	Total of 8 new organizations identified as potential partners for AAA/COA.		
Objective # 2	Create and develop alliances with other service organizations in the PSA.	7-1-23 – 6-30-27	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year
Outcome:	Strategic partnerships with compatible organizations are established.		
Measurement:	Number of new partnerships established.		
Projections:			
FY 24:	1 new partnership		
FY 25:	1 new partnership		

FY 26: FY 27:	1 new partnership 1 new partnership Total of 4 new partnerships created by the end of FY27.		
Objective # 3 Outcome: Measurement: Projections: FY 24: FY 25: FY 26: FY 27:	Deliver service programs effectively and efficiently, and eliminate duplication of efforts/services through partnerships and collaboration. Effective and efficient delivery of services. 1. Number of duplicate services discovered and eliminated 2. conducting a cost analysis of service delivery. 1 internal audit/analysis of the efficiency of service delivery completed 1 internal audit/analysis of the efficiency of service delivery completed 1 internal audit/analysis of the efficiency of service delivery completed 1 internal audit/analysis of the efficiency of service delivery completed		<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Objective # 4 Outcome: Measurement: Projections: FY 24: FY 25: FY 26: FY 27:	Maintain active communication with partner organizations, and create a plan for partnership/collaboration continuum. Better understanding of each organizations' role, resulting in stronger partnership and continued collaboration. Number of contacts with each partner organization. 1 meeting with a partner organization. 1 meeting with a partner organization. 1 meeting with a partner organization. 1 meeting with a partner organization Total of 4 meetings conducted with 4 different partner organizations by the end of FY 27.	7-1-23 – 6-30-27	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year

Goal # 3: Develop a Fall Prevention program that will educate seniors, their families, and caregivers about ways to reduce falls enabling them to remain safe in their own homes and in the community.

Rationale: According to the CDC, falls are a threat to the health of older adults and can reduce their ability to remain independent. Falls among adults 65 and older caused over 34,000 deaths in 2019, making it the leading cause of injury death for that group.

		Projected Start & End Dates	Update Status
Objective # 1:	Identify a renewable funding resource and hire a trained professional for the program, that will address both the Senior Center participants and the homebound clients.	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	A continuing source of funding (local funds and grants) is identified and a licensed professional service provider recruited to prepare/provide materials for the program and conduct Fall Prevention workshops at the Senior Centers.		
Measurement:	Cost of implementing the Fall Prevention Program, including the salary of a licensed Physical Therapist, is included in the agency's Annual Budget		
Projections:			
FY 24:	Activities and materials needed for the Fall Prevention program identified and created. Cost analysis completed and funding source(s) identified.		
FY 25:	Annual Budget projections include provisions for the continuation of the Fall Prevention Program.		
FY 26:	Annual Budget projections include provisions for the continuation of the Fall Prevention Program.	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
FY 27:	Annual Budget projections include provisions for the continuation of the Fall Prevention Program.		
Objective # 2:	Provide periodic classes/workshops conducted by trained professional focusing on preventative measures that will reduce the risk of falling.	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	The AAA/COA would have incorporated Fall Prevention in its line of programs and services offered to senior clients at the Senior Centers.		
Measurement:	Number of Workshop Participants Number of Falls prevented		

Projections: FY 24: FY 25: FY 26: FY 27:	2 Fall Prevention Workshops conducted at the Senior Centers 4 Falls prevented 2 Fall Prevention Workshops conducted at the Senior Centers 4 Falls prevented 2 Fall Prevention Workshops conducted at the Senior Centers 4 Falls prevented 2 Fall Prevention Workshops conducted at the Senior Centers 4 Falls prevented By the end of FY 2027, 8 Fall Prevention workshops would have been conducted at each of the 4 Senior Centers and 16 falls prevented.		
Objective # 3: Outcome: Measurement: Projections: FY 24: FY 25: FY 26: FY 27:	Distribute educational printed materials on Fall Prevention to all AAA/COA Homebound clients their families, and their caregivers. The printed materials distributed helped in reducing the risk of falls in both ambulatory and homebound clients. 1. The number of printed materials distributed. 2. Clients' response to survey/questionnaire on the effectiveness of the materials distributed/provided addressing Fall Prevention. 1,000 educational materials printed and distributed One (1) survey/evaluation conducted 1,000 educational materials printed and distributed One (1) survey/evaluation conducted 1,000 educational materials printed and distributed One (1) survey/evaluation conducted 1,000 educational materials printed and distributed One (1) survey/evaluation conducted By the end of FY 2027, 4,000 printed materials on Fall Prevention would have been distributed and 4 evaluation surveys conducted.	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year

Goal # 4: Expand/develop programs and services that promote one-on-one interaction with clients, especially with those who are home-bound and living alone, immigrants, minorities, LGBTQ, and those who are victims of elder abuse.

Rationale: Loneliness and social isolation are linked to serious health conditions.

The Center for Disease Control published on its website a report from the National Academies of Sciences, Engineering, and Medicine (NASEM) which points out that nearly one-fourth of adults aged 65 and older are considered to be socially isolated. Older adults are at increased risk for loneliness and social isolation because they are more likely to face factors such as living alone, the loss of family or friends, chronic illness, and hearing loss. The reports identified immigrants and LGBT people are at higher risk due to stigma, discrimination and barriers to care.

		Projected Start & End Dates	Update Status
Objective # 1	An increase in outreach efforts targeted towards individuals at risk of being lonely and isolated.	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	AAA/COA staff would have established contact with the high- risk segment of the senior population in the PSA as described in the above rationale.		
Measurement:	Number of individuals identified to be of higher risk of loneliness and isolation.		
Projections:			
FY 24:	5 - 10 new contacts made		
FY 25:	5 - 10 new contacts made		
FY 26:	5 - 10 new contacts made		
FY 27:	5 - 10 new contacts made		
	By the end of FY 2027, AAA/COA staff would have established approximately 40 new contacts with older adults, identified to be of higher risk of being lonely and isolated than the rest of the general population.		
Objective # 2	Revise/expand current assessment tools wherein a client's feeling of loneliness and isolation is given consideration.	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	An expanded and more inclusive program prioritizing needs assessment and increased staff contact with seniors who are of higher-risk of being lonely and isolated.		
Measurement:	Number of at-risk individuals assessed and contacted to address loneliness and isolation.		
Projections:	An expanded program will be in place.		
FY 24:	5 - 10 at-risk clients contacted and needs assessed.		
FY 25:	5 - 10 at-risk clients contacted and needs assessed.		
FY 26:	5 - 10 at-risk clients contacted and needs assessed.		
FY 27:	5 - 10 at-risk clients contacted and needs assessed.		

	By the end of 2027, staff would have assessed the needs of approximately 40 seniors identified to have a higher risk of being lonely and isolated.		
Objective # 3	<p>Establish routine procedures and schedule that will have staff be in contact with clients (by phone or in person) who are at higher risk for loneliness and isolation, regularly.</p> <p>Encourage Home-Delivered Meal drivers to have a one-on-one conversation with clients and to report to management any sign of decline in the client's health, demeanor, and environment.</p> <p>Outcome: Lonely and/or isolated clients are contacted regularly by AAA/COA staff to listen to their concerns and to offer comfort and assistance.</p> <p>Measurement: Number of lonely and/or isolated individuals regularly contacted by staff.</p> <p>Projections:</p> <p>FY 24: An expanded program will be in place. 5-10 clients at-risk of loneliness and isolation will be contacted regularly by AAA/COA staff.</p> <p>FY 25: 5-10 clients at-risk of loneliness and isolation will be contacted regularly by AAA/COA staff.</p> <p>FY 26: 5-10 clients at-risk of loneliness and isolation will be contacted regularly by AAA/COA staff.</p> <p>FY 27: 5-10 clients at-risk of loneliness and isolation will be contacted regularly by AAA/COA staff.</p>	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year

Goal #5: Develop a program that will provide vulnerable older adults with useful information and conduct workshops that will help prevent them from being a victim of fraud and identity theft, violent attacks, property theft, and other crimes.

Rationale: The Office of Victims of Crime (OVC), an office that is under the US Justice Department, issued its 2021 Report to the Nation, that stated: "Older adults are especially vulnerable to violent crime, neglect, and exploitation, including financial fraud. The effects of these crimes can be devastating, and older adults may be targeted at rates that outpace the services available to help the growing number of victims."

	Projected Start & End Dates	Update Status
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<p>Objective # 1:</p> <p>Outcome:</p> <p>Measurement:</p> <p>Projections:</p> <p>FY 24:</p> <p>FY 25:</p> <p>FY 26:</p> <p>FY 27:</p>	<p>Identify organizations, local, state and national, that will be able to provide useful materials and conduct workshops on crime prevention and safety precautions specifically designed for seniors.</p> <p>AAA/COA will have a working relationship with knowledgeable professionals in the field of crime prevention and safety, including but not limited to law enforcement agencies, will lend their expertise to older adults in the PSA.</p> <p>Number of organizations identified and contacted and number of partnerships established.</p> <p>1 – 2 organizations contacted; 1 partnership established</p> <p>1 – 2 organizations contacted; 1 partnership established</p> <p>1 -2 organizations contacted; 1 partnership established</p> <p>1 -2 organizations contacted; 1 partnership established</p> <p>By the end of FY 2027, At least 4 organizations would have been contacted and 4 partnerships established.</p>	<p>7-1-XX – 6-30-XX</p>	<p><input checked="" type="checkbox"/> New</p> <p><input type="checkbox"/> Continued from Previous Year</p>
<p>Objective # 2:</p> <p>Outcome:</p> <p>Measurement:</p> <p>Projections</p> <p>FY 24:</p> <p>FY 25:</p> <p>FY 26:</p> <p>FY 27:</p>	<p>Print and distribute useful materials to elderly residents of the PSA on how to prevent being a victim of fraud and identity theft, violent attacks, property theft, and other crimes.</p> <p>Seniors will receive printed materials containing useful tips and information on how to prevent being a victim of crime.</p> <p>Number of materials printed and distributed and the number of older adults who receive the information.</p> <p>2,000 flyers printed and distributed</p> <p>2,000 flyers printed and distributed</p> <p>2,000 flyers printed and distributed</p> <p>2,000 flyers printed and distributed</p> <p>8,000 flyers would have been printed and distributed to seniors in the PSA by the end of FY 2027.</p>	<p>7-1-XX – 6-30-XX</p>	<p><input checked="" type="checkbox"/> New</p> <p><input type="checkbox"/> Continued from Previous Year</p>

Objective # 3:	To have personal safety professionals conduct crime prevention workshops and distribute materials at the senior centers to inform and teach seniors different ways they can protect themselves and avoid being victimized.	7-1-XX – 6-30-XX	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	Seniors will learn and be able to apply different ways and precautions they can take to prevent being a crime victim.		
Measurement:	Number of crime prevention workshops conducted and number of seniors who participated. Also, number of crimes prevented, when reported to the AAA/COA.		
Projections:			
FY 24:	2 workshops conducted at each senior center location.		
FY 25:	2 workshops conducted at each senior center location.		
FY 26:	2 workshops conducted at each senior center location.		
FY 27:	2 workshops conducted at each senior center location.		
	By the end of FY 2027, 8 workshops would have been conducted at each senior center location.		

Section 12: SUMMARY OF SERVICES UNDER THE AREA PLAN

TERREBONE AREA AGENCY ON AGING

SERVICES TO BE PROVIDED	III B	III C	III D	III E	SENIOR CENTER	LOCAL FUNDS	IN KIND	OTHER FUNDS
Adult Day Care/Health	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assisted Transport(A)	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Management(A)	<input type="checkbox"/>			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chore (IH)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Congregate Meals		<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivered Meals		<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homemaker (IH)	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information & Assistance (A)	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Assistance(L)	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Nutrition Counseling		<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition Education		<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outreach	<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Care (IH)	<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation (A)	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counseling	<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Crime Prevention Services	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Repair/Modification(IH)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Material Aid	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Medical Alert	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Education	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Companion Services (IH) (formerly Sitter Service)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephoning (IH)	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility Assistance	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visiting (IH)	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wellness IIIB	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respite(R)				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Promotion & Disease Prevention (HPDP)			<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Support Groups				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>