

# Supportive Service Standards for Oregon Area Agencies on Aging

## DEFINITIONS

Supportive services required by the OAA include services associated with Area Plan administration, program coordination and development, advocacy services, access to services, in-home services, and legal assistance. Optional supportive services may include programs addressing transportation, health services outreach, mental health services outreach, information and assistance, in-home services, legal services, options counseling, volunteer services, senior center assistance, and money management. Supportive services are identified, prioritized and delivered at the local level based on the needs identified by the AAAs.

### **Supportive Service Definition from Administration on Community Living**

[http://www.aoa.acl.gov/AoA\\_Programs/HCLTC/supportive\\_services/index.aspx](http://www.aoa.acl.gov/AoA_Programs/HCLTC/supportive_services/index.aspx)

**“Supportive services.** The supportive services program funds a wide range of social services aimed at helping older people remain independent in their own homes and communities. AAAs are required to devote some funding to access services (such as transportation and information and assistance), home care, and legal assistance. This program also supports other services, such as case management, adult day care, and activities of senior centers.

Each State uses an intrastate funding formula to allocate funds to its area agencies on aging. Area agencies on aging have the flexibility to use their funds to provide the supportive services that best meet the needs of seniors in their planning and service areas.”

### **Area Agency on Aging role, including overarching supportive services from CFR 2011-Title 45 Volume 4 Part 1321, Subpart C—Area Agency Responsibilities § 1321.53 Mission of the area agency.**

(a) The Older Americans Act intends that the area agency on aging shall be the leader relative to all aging issues on behalf of all older persons in the planning and service area. This means that the area agency shall proactively carry out, under the leadership and direction of the State agency, a wide range of functions related to advocacy, planning, coordination, inter-agency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community based systems in, or serving, each community in the planning and service area. These systems shall be designed to assist older persons in leading independent, meaningful and dignified lives in their own homes and communities as long as possible.

### **2006 Older Americans Act Amendments, Section 302 for detail on a coordinated service system**

[http://www.aoa.gov/AOA\\_programs/OAA/oa\\_full.asp# Toc153957664](http://www.aoa.gov/AOA_programs/OAA/oa_full.asp# Toc153957664)

“For the purpose of this title—

(1) The term “comprehensive and coordinated system” means a system for providing all necessary supportive services, including nutrition services, in a manner designed to—

- (A) Facilitate accessibility to, and utilization of, all supportive services and nutrition services provided within the geographic area served by such system by any public or private agency or organization;
- (B) Develop and make the most efficient use of supportive services and nutrition services in meeting the needs of older individuals;
- (C) Use available resources efficiently and with a minimum of duplication; and
- (D) Encourage and assist public and private entities that have unrealized potential for meeting the service needs of older individuals to assist the older individuals on a voluntary basis.”

## **SUPPORTIVE SERVICE STANDARDS FOR OREGON**

1. Supportive Services address consumer-identified needs to maintain dignity and independence.
2. The service array provided by AAA has a direct and positive impact on their consumers in order to allow seniors and people with disabilities to live in the setting of their choice.
3. OAA IIIB funds must be spent on the required supportive services, including at least 18 percent on access to services as described in the OAA 306(a)(2)(A)), at least 3 percent on legal assistance and at least 3 percent on in-home services (detailed in OAA 102(a)(30)(A-G)).
4. Supportive Services for consumers align with CFR 2011-Title 45 Volume 4 Part 1321 (noted above).
5. When determining which supportive services to provide or fund, AAA will collaborate with other local partners and state agencies to maximize funding, coordinate services, and reduce duplication.