SOUTH COAST BUSINESS EMPLOYMENT CORPORATION

DISTRICT 7 COOS & CURRY COUNTIES

OLDER AMERICANS ACT

AREA PLAN

For period of

JANUARY 1, 2017

to

DECEMBER 31, 2020

SOUTH COAST BUSINESS EMPLOYMENT CORPORATION

2017-2020 AREA PLAN

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SECTION A – AREA AGENCY PLANNING AND PRIORITIES

A – 1 Introduction:

South Coast Business Employment Corporation (SCBEC) is a private, non-profit organization providing services to Coos and Curry counties since 1982. Its purpose is to develop and provide various programs and services which target low and moderate income individuals in both counties. It is governed by a ten (10) member Board of Directors comprised of two (2) elected officials (one commissioner from each county) and eight (8) representatives from the private sector.

Among the varied programs at SCBEC is the designated Area Agency on Aging (AAA) for Coos and Curry Counties. Operational responsibility for senior services rests with the Area Agency on Aging, SCBEC's board with direction from the local Senior Advisory Council (SAC). The SAC is composed of volunteer representatives from the general public, service providers, consumers of services, local elected officials and representatives by a number of seniors residing in both counties.

The AAA is designated as a Type "A" Area Agency on Aging which administers the Older Americans Act (OAA) and Oregon Project Independence programs (OPI). Programs are coordinated with discharge planners from hospitals, Department of Human Services (DHS) case managers/screeners, county mental health agencies, home health agencies, hospice, care facilities, senior and community centers and our cook managers at each of our meal sites.

Title XIX Medicaid programs, Supplemental Nutrition Assistance Program (SNAP), and other entitlement programs are provided by local offices of the State of Oregon, Aging and People with Disabilities (APD). The AAA and the local APD office staff work together to coordinate the best care and services for seniors in our communities. This could include Title XIX clients receiving meals or SNAP or Medical clients being referred to OPI services and or home- delivered meals.

Services are provided to older adults, vulnerable or at-risk older adults or adults with disabilities. All our clients are considered rural based on the Oregon Office of Rural Health and meets the Administration on Aging's definition of rural.

As an AAA, SCBEC has developed a comprehensive and coordinated service system to meet needs of older adults, family caregivers and adults with physical disabilities in both counties. The goal of this comprehensive 4-year Area Plan is to coordinate and deliver services as stipulated by the Older Americans Act (OAA), thus assisting older adults to live independently in a safe environment and to prevent unnecessary or premature placing in a nursing facility or long-term care facility.

The main office for the AAA is located in Coos Bay (93781 Newport Lane, Coos Bay OR 97420) with a satellite office in Brookings at the Pelican's Perch (1216 Moore St, Brookings OR 97415). Staff, volunteers and personnel are available at all focal points in the area to ensure that the elderly are able to access services and obtain information. All focal points are listed in appendix F.

SCBEC provides toll-free numbers throughout the district to assist in connecting seniors with services. A variety of brochures are maintained at various locations in the communities. All intakes are done by appointment in the client's home. The agency can be contacted by phone 541-269-2013 toll free 1-800-858-5777 or email mnagel@SCBEC.org.

A – 2 Mission, Vision, Values:

South Coast Business Employment Corporation's mission is to coordinate, develop and maintain services/resources that promote the elderly/disabled clients to maintain their independence, dignity and choice.

Our Mission is to create a complete and responsive system of services while working with other community partners and agencies.

We will provide direct services to clients while improving upon the delivery of existing programs, plan and develop new programs, educate the public on programs available and advocate for input on needed services in our community.

We value the client's right to make informed choices about their lives and living situations. We empower clients to live full and independent lives to the greatest extent possible. The client's dignity is of utmost importance, and we strive to assist them with the sense of pride and respect for themselves.

SCBEC staff will be positive and professional at all times with all our consumers, treating each one with respect in a non-judgmental approach to assist each individual in finding the resources needed to allow them to stay in their home as independently as possible.

A – 3 Planning and Review Process:

The SAC plays the biggest role in AAA planning. They provide feedback on current services and on gaps in services.

The SCBEC Board of Directors participates in ongoing board meetings with all SCBEC managers. The Senior Services Director along with the CEO report regularly on programmatic and financial updates. Board members review and approve strategic/ operation plans.

In order to improve our services and fulfill a partial requirement of the Area Plan, SCBEC invited seniors to participate in a senior needs assessment survey. The survey questions were on a variety of topics that impact a senior's quality of life.

They included:

- Demographic information
- Veteran status
- Medical needs
- Transportation
- Nutrition
- Financial
- Physical health and activity
- Health insurance and prescriptions
- Medical screening and vaccinations
- Mental health
- Housing
- Safety and security
- Volunteerism/civic engagement
- Social network/social support

We distributed 1,200 surveys in Coos and Curry counties. We received 357 surveys back. That is about a 29% return. Survey results showed that 74% of the surveys were returned by white women 81+ years of age; 3% Native American; 2% Hispanic; 17% are veterans; almost 60% of those surveyed are disabled; 22% do not have enough income to provide for their basic needs; 28% receive less than $903 per month in income; 64% eat alone; 25% of those surveyed receive meals on wheels; 59% own their

homes; and 67% need assistance with in-home services not limited to but including housekeeping/medication management.

It is the role of the SAC and Board of Directors to advise the AAA regarding the Area Plan. The Area Plan was presented to and approved by the SAC on September 12, 2016. The meeting also served as a public hearing. A notice appeared in multiple local newspaper and radio outlets in August 2016. Advisory council members discussed the plan and proposed programs. They asked questions and made recommendations for changes to the plan. The Area Plan was approved by the Board of Directors at its September 15, 2016, meeting.

A – 4 Prioritization of Discretionary Funding:

Our agency receives no local discretionary funds. SCBEC does transfer some of the discretionary funds from IIIB to IIIC 2 for our homebound meal program, as this service is underfunded in our region. Our homebound meals service has doubled since 2012-2013, placing added pressure on service delivery and service caps.

Needs and subsequent strategies gathered through the planning process were numerous and the list lengthy. The sheer amount of input received illustrated an engaged and interested community that values seniors. Unfortunately, the contributions provided also pointed to very real concern and fear about rising needs and decreasing resources for vulnerable seniors in the community. In response to these concerns, the AAA planning facilitator, AAA staff and SAC members developed primary values/principles to use when prioritizing strategies with limited resources. For the purposes of planning, these priorities apply to **all** funding but particularly to discretionary funding when it is available. These priorities also describe how Title IIIB funds will be used (after meeting the minimum expenditure requirements) in the event of budget reductions or increases.

It is recognized that there is more flexibility with discretionary funding, so priorities specifying how to spend these dollars is important. It is assumed that these priorities add to and complement statutory and funding requirements for Title IIIB funds. The principles delineate what strategies made it into the 2017-2020 Area Plan, but also serve to direct the SAC in future responses to funding changes.

The three **primary principles** provided a metric to prioritize the immense list of strategies in the plan. The three principles of prioritizing strategies developed are: 1) strategies that provided for the greatest impact on those with the most significant need; 2) strategies that avoid duplication, promoting strategies that utilized and build on current effective practices in the community; 3) strategies that provided basic needs such as food, transportation and health/medical care.

After agreeing on primary principles, funding guidelines were developed, to complement the principles above and give more concrete direction about use of funding. These funding guidelines were:

1. Funds must be allocated in accordance with mandates from each funding source including minimum expenditure requirements.

2. Strategies (services/support) must work within the context of current operating environment.

3. Strategies/services will be funded at a level sufficient to make the program viable and responsive to consumer needs.

4. If new strategies/services are created, AAA funding may be allocated and considered “seed” money, not guaranteed for a long-term or permanent period.

As mentioned earlier, the year-long information gathering and planning process elicited many fantastic ideas, but not all were viable with the resources available. Hundreds of possible strategies were listed and reviewed. The SAC and AAA staff utilized the above priorities and funding guidelines in combination with the OAA definitions and standards to agree on five major strategy areas for the 2017-2020 plan. Most of these are consistent with the minimum national and state area issue priorities and minimum expenditure requirements. These areas include Senior Meal Programs, In-Home Services, Resource and Referral Coordination (ADRC), Health Promotion, and Transportation.

SECTION B – PLANNING AND SERVICE AREA PROFILE

B – 1 Population Profile:

Coos and Curry Counties are large **rural** counties. Both Counties meet the definition of rural by the Oregon Office of Rural Health and the Administration on Aging. The Coos and Curry counties service area covers 3,223 square miles according to data from the U.S. Census Bureau tabulated by Portland State University. Coos County is slightly smaller in geographic area than Curry but has a much larger population.

According to DHS quick facts data reported by the Portland State University in February 2015 Coos County has approximately 62,937 citizens; 19,093 (29.7%) of those are 60+ and 2,087 (8.9%) are in poverty. Curry statistics state they have 22,361 Citizens, and of those 694 (39.3%) are 60+ and 281 (7.9%) are in poverty. The state of Oregon has a population of approximately 3,836,628, and 540,965 (20.3%) of those are 60+ and 43,181 (8.1%) are in poverty.

Like many rural counties, Coos and Curry have a distinctly higher average age and higher percentage of elderly than metropolitan counties in the state. Both Counties are grouped in the region of the state with the highest percentage of 60 and over residents, usually grouped close to Douglas and Josephine Counties. The trend in both counties is an increase in older adults. Like most of rural Oregon, Coos and Curry are growing older faster than urban areas in the state. The median age for Coos is 47.2, and for Curry it is 53.2, compared to the 38.4 for the State of Oregon (DHS' Quick Facts). In both counties there have been large increases in the 60-69 age range and in Coos County a large increase in the 70-74 age range. The trend appears to be that seniors like to retire on the coast. The impact on the AAA and our partner providers will be the need to serve more individuals with limited funding.

There are 186 Native American Elders in Coos County and 44 in Curry. The represented tribes in Coos County are the Coquille Indian Tribe, The Confederated Tribes of Coos, Lower Umpqua and Siuslaw Indians and the Cow Creek Tribe of Native Americans. Curry County is also represented by the Coquille Indian Tribe and The Confederated Tribes of Coos, Lower Umpqua and Siuslaw Indians, The Coquille Tribal organization; and The

Confederated Tribes of Coos, Lower Umpqua and Siuslaw Indians share a grant for Title VI programs.

For more info please see Attachment B.

B – 2 Target Population:

SCBEC will serve to the capacity available those who need services to individuals with the greatest economic and social needs, or are at risk of institutional placement. SCBEC staff, by working with discharge planners at our hospitals, facilities, home health agencies, working with local tribes and other community partners will continue to outreach to all older individuals including minorities regardless of race, sex, sexual orientation and those with limited English speaking abilities.

Senior meals program-Nutrition Services

Cap: The AAA will continue to cap the senior meal program to ensure tight control of limited dollars with the funding guidelines and principles in mind, serving those most in need. Meals will be provided to each dining site based on the number of seniors living in poverty in each area. At this time, meals will continue to be served two to five days a week, depending on the site population. In fiscal year 2016-2017 the cap will be held to 140,000 meals.

Home-bound meal delivery: Meals will continue to be delivered to home-bound clients two to five times a week. This will result in the home-delivered meals program recipients receiving two to five hot meals and two to five frozen meals each week depending on each site's congregate meal schedule. Those receiving home- delivered meals are screened into the program to meet the highest need, attempting to provide the service to those individuals with low income, limited mobility and limited transportation options.

Oregon Project Independence/in-home services:
In-home services provided to those that qualify, the majority of which meet the Coos and Curry Counties AAA target population.

Family Caregiver Support Programs & Respite Care:
Powerful tools training is provided by Char Luther, a contracting partner, to family caregivers of those in the target population. Respite will be provided to those most in need. Referrals for Adult Day Care in Curry are contracted with Chetco Activity Center.

In Coos County the AAA provides a $1200 stipend to families who need respite services, mobility equipment and medical supplies.

Attorney/legal Assistance:
Legal services for low-income seniors are provided by contract from Oregon Legal Services, Inc.

Living well/chronic disease management & health promotion:
Chronic disease management and health promotion classes will be coordinated to the target population. This service/program is a collaborative effort between the AAA and Curry Community Health, who currently hold the license for Living Well in Curry County, and Bay Area Hospital for Alzheimer's as well as other support groups.

The current Health Promotion programs the AAA are offering are Walk With Ease and Tai Chi classes. Tai Chi classes are held in both counties with a large number of participants utilizing these classes at this time. Tai Chi is contracted through Just For You Integrative Health, and currently there are 10 different classes held in 10 different community locations across both counties.

ADRC:
The Coos and Curry ADRC is moving forward and plans to apply for fully functioning statues in PY 2017-2018. The AAA is active in the planning and implementation of the ADRC, but the local Aging and People with Disabilities office is the lead for our region's ADRC.

SCBEC meets with the local hospital discharge planners, nursing facilities, church groups as well as other community partners to inquire about the needs of the target population. We provide these various organizations with informational brochures about AAA services available in our area along with contact information on other agencies available to provide services in our region.

For more information please see Attachment B

B – 3 AAA Administration and Services:

The following services are provided by SCBEC:

- Administration: Administrative functions required to implement services, maintain records, and fulfill the requirements of Federal regulation, State rules, and Community Independence & Advocacy/State Unit on Aging policies and procedures. Other administration functions at SCBEC include procurement, contract negotiation, reporting, reimbursement, accounting, independent auditing, monitoring and quality assurance.
- Advocacy: We monitor, evaluate and comment on issues related to community actions affecting older persons; conduct or attend public hearings; represent older persons' interests at the local, state and national levels and support the Long Term Care Ombudsman program.
- Coordination: The coordination of programs funded through the Older Americans Act with other supportive federal, state, local or private programs. Coordination is a continuing activity linking in support of common service objectives, existing planning and service resources on a cyclical and ongoing basis.
- Information and Assistance: Providing current information and services available, assessing the problem and capacity of the individual and linking individuals to those opportunities and services.
- Home Delivered Meals: A meal provided to eligible individuals in their home. During Program Year 2016 – 2017, 109,782 meals were delivered to 591 clients in our 7 locations in the two counties.
- Homemaker Services: Assistance to individuals having difficulty with activities of daily living including but not limited to meal preparation, shopping, housekeeping, laundry, and/or medication setup.
- Case Management: Staff assesses needs, develops and implements a plan of care and provides ongoing coordination and follow up to respond to an individual's changing needs.
- Congregate Meals: Congregate meals are currently being provided in community building and senior centers throughout our region. We currently manage, operate and or contract with 6 congregate meal

locations in our two county area. 37,700 meals were served to 1097 unduplicated clients in PY 16-17.

- Legal Assistance: Legal advice, counseling and representation by an attorney or a person acting under the supervision of the attorney. Services include but are not limited to Rights of those in Residential Care, Medicaid and Social Security/SSI assistance, Elder Abuse and Housing.
- Information to Caregivers: provides information on the resources and services available to assist the unpaid caregiver.
- Area Plan Administration: Administrative functions required to implement planned services, maintain required records and fulfilling the requirements of federal and state rules and the State Unit policies and procedures.
- Caregiver Respite: Services that offer temporary or substitute support or living arrangements for care recipients in order to provide a brief period of rest for unpaid caregivers. 2,153 hours of service were provided in PY 16-17.
- Organization and Maintenance of Support Groups for Caregivers: Activities that organize and maintain support groups that provide assistance to caregivers and their families in making decisions and resolving problems associated with caregiving.
- Supplemental Services to Caregivers: Services that will provide assistance with Activities of Daily Living provided on a limited basis to complement the care provided by caregivers. Supplemental services include but are not limited to home repair/modification, assistive technologies, home- delivered meals, and incontinence supplies.
- Preventative Screening, Counseling & Referral: Education about availability, benefits and appropriate use of Medicare preventative health services or other preventative health programs.
- Elder Abuse Awareness: Activities that promote understanding and increase public awareness of elder abuse.
- Caregiver Training: Training provided to caregivers and their families that supports and enhances the caregiving role.
- Nutrition Education: A program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health as it relates to nutrition, information and instruction to participants, caregivers, or participants and caregivers in a group or individual setting overseen by a Registered Dietician (Cindy Meier RD).

- Funds for programs and services through the Older Americans Act have not kept up with the needs of the elderly population. The AAA must focus on creative ways to deliver much- needed services. This includes using volunteers, fund raising and relying on other grant sources to fill the gap.
- Also, funds for Oregon Project Independence are currently uncertain which results in having to adjust client services and the number of hours available for service on a regular basis.

The AAA has minimal staff to assist our consumers due to budget constraints. Case Management and intakes require coordination between all staff to assure that there is a staff person available for information and assistance and/or general calls.

To help supplement the nutrition program The Coquille Tribal Grant has been applied for and received multiple times over the last nine years. Last program year a $7,500 grant was received. For the current year the grant was applied for in the amount of $7,500, but we received $2,500 to help with the cost of homebound supplies which continues to increase. The AAA will continue to explore and apply for other Grant opportunities as appropriate.

For more information on Service Matrix and Delivery Methods please see Attachment C

B – 4 Community Services Not Provided by the AAA:

SCBEC is a Type “A” AAA and Medicaid Long Term Care Services are provided by the local APD office. Case Managers from the two offices work together, including some co-case management to provide the best possible services to our consumers.

Services are coordinated with the APD office via telephone calls and face-to-face meetings between the staff.

Services which are not provided by the AAA but play an important part in the lives of older adults in the area are: medical care access, housing for seniors, food bank, prescription savings programs, transportation, senior companions, dental and vison care, mental health services, financial assistance, and lawn care services. Although some of these programs are provided by for-profit or nonprofit organizations, we identify them as important to address the needs of the populations served as currently they are not sufficient to meet the need.

All of the services listed are important, but transportation in particular continues to be a significant need for seniors in both Counties. The AAA does provide transportation but on a limited basis using volunteers and local public transportation. Dial A Ride (DAR) programs currently exist in both counties and provide special transportation for those with disabilities, but the need for transportation continues to increase, particularly in the very isolated small communities. Partnering and supporting transportation programs will continue to be important even if the AAA is not directly providing such services.

Vital services that are in our service district but are not provided by SCBEC are:

- Mental Health services are provided in Coos/Curry County by the county’s Mental Health Department, and Housing assistance is provided by the Coos-Curry Housing Authority. The Coquille Tribal organization also has a housing program.
- Energy assistance programs are provided in both counties by the Oregon Coast Community Action Program. Coos County has three (3) hospitals located in Bandon, Coos Bay and Coquille. Curry
- Curry County has two hospitals in Gold Beach, and Brookings has an outreach clinic in Brookings/Harbor. Curry residents also have

access to the hospital located in Crescent City approximately 25 miles south of Brookings. There are also clinics in Coos Bay and North Bend including a Veterans clinic in North Bend and The Waterfall Clinic that serves individuals on a sliding fee scale for those without insurance. Both counties also have a Public Health Department.

- Money Management services are provided by Coos Elderly Services for both Coos and Curry Counties.
- Each of the communities in our service district has a senior center. Following is a list of centers in our region and some services they provide:
    1. Bandon Senior Center: Blood Pressure Clinics and card games
    2. Bay Area Senior Activity Center: Congregate meals, Blood Pressure Clinic and Bingo
    3. Coquille Senior Center: Bingo, quilting and computer club.
    4. Lakeside Senior Center: Blood Pressure Clinic and cards.
    5. Myrtle Point Senior Center: Painting, Bingo and Blood Pressure Clinic.
    6. North Bend Senior Activity Center: Congregate meals, exercise, Blood Pressure Clinic and bingo.
    7. Powers: Exercise, bingo and potlucks.
    8. Port Orford Senior Center: Blood Pressure Clinic and exercise groups.
    9. Gold Beach Senior Center: Congregate and Home- delivered meals, bingo, exercise and Blood Pressure Clinic.
    10. Chetco Activity Center Inc.: Congregate and Home-delivered meals, exercise, Blood Pressure and Adult Day Care.
- 211 which gives guidance on how to access programs in our service district has just been re-implemented in our region, partnering with Community Action Program and partially funded by United Way.
- ADRC (Aging and Disability Resource Connection) is a free service that offers the public a single source for information and assistance on issues affecting older people and people with disabilities regardless of their income
- Curry Public Transit, Inc. which is a 501 (c) 3 non-profit corporation provides transportation to all of Curry County which includes daily scheduled runs to Coos County.

Service gaps due to decreases in budgets include transportation services in both Coos and Curry Counties. Volunteers are also dwindling making it difficult to replace much- needed volunteers.

SECTION C – ISSUE AREAS, GOALS AND OBJECTIVES

C – 1 Local Issue Areas, Older Americans Act and Statewide Issue Areas:

SCBEC operates its programs using a person-centered service methodology by providing consumers with accurate, unbiased information and an array of service options both within SCBEC and in the communities so the consumer may make their own service and care plan decisions. SCBEC also seeks to improve and support service equity within its programs and service delivery. SCBEC promotes this value through engagement with community partners and members of diverse communities, collaboration with stake holders, providing services in a culturally and linguistically responsive manner, reviewing and improving program accessibility, and utilizing data to help guide agency actions. Throughout this section, references to person-centered supports and service equity, either directly or indirectly, point to SCBEC' commitment to further both of these values in its day-to-day operations and overall guiding principles.

The following focus areas have been identified as statewide issues for Area Agencies on Aging to address and develop goals and objectives for 2017 – 2020. SCBEC currently collects and maintains a wide variety of data that will assist the agency to both measure and track goal efforts. For goals that may require new data collection, assigned program units will determine tracking methodology in consultation with SCBEC management. SCBEC management will, at a minimum, monitor progress quarterly. Data collected will be used not only to measure outcomes but to also adjust and refine goals over the 2017 – 2020 timeframe.

1. Information and Assistance Services and Aging & Disability Resource Connections (ADRCs)

SCBEC is partnering with the local APD office to be the ADRC for Coos and Curry Counties. Our relationship with the local APD office is one of our greatest strengths. Both agencies already provide Information and Referral/Assistance in our communities. Areas of development for both agencies, are training staff for Alliance of Information and Referral Systems (AIRS) certification and Options Counseling.

Partnerships will include the local APD office, Veterans administration, Mental Health Offices for both counties, ADAPT (drug and alcohol addiction services), hospitals, local Community Care Organizations (CCO) and the local tribes.

ADRC in Coos and Curry Counties provide general information and assistance for accessing community resources. This includes both public and privately funded long-term services and supports. ADRC staff conduct screenings for long-term services and initial eligibility determinations for SNAP and Medicaid for those age 60 and older and adults with disabilities. Trained Options Counselors provide one-on-one intensive information and referral consultation, primarily in the person's home. Referrals are provided for services and supports.

In addition to providing high quality and accurate information and assistance, another goal of the ADRC is to provide consumers with a person-centered, holistic service approach. ADRC staff attempt to review all the consumer's needs, not just what the initial contact was regarding. ADRC staff place the consumer at the helm of service referral, allowing the consumer to make the decision on next steps. Providing ADRC services in this manner maximizes independence and personal choice.

The ADRC is staffed Monday through Friday, 8am to 5pm. Referral sources include family members, friends/neighbors, social service agencies, medical professionals/hospitals and self-referrals.

SCBEC staff and the APD staff are trained to keep the ADRC information system current and relevant for those looking for services in our communities. With the ADRC, both agencies will always be looking to improve our processes to better serve our consumers.

Our limitations with the ADRC is funding and staffing. The requirements for AIRS certification limits the staff we can train.

2. Options Counseling

The SCBEC ADRC Options Counseling Program provides facilitated decision-making regarding long-term care options for adults age 60 and older, adults with disabilities, caregivers and family systems.
Options may include community-based or facility-based supports that are provided by natural supports, private pay or subsidy. Options depend on what is important to and for the consumer and caregiver. Options counseling is typically short term, up to three months, based on the goals identified by the consumer. This service is provided through home visits and phone consultation.

SCBEC provides Options Counseling through trained Senior Connections Area Coordinator staff at all SCBEC locations. Staff members are state certified in Options Counseling within six months of hire, receive dementia-capable services training within a year of hire, are nationally certified in information and assistance practices through the Alliance of Information and Referral Systems and maintain annual professional development training. Additionally, SCBEC's Options Counselors participate in state and national training programs, including certification in person-centered practices.

SCBEC continues to expand partnerships and community collaborations, especially with ADRC core partners. The ADRC Steering Committee currently consists of six core partners, SCBEC, Aging and Peoples with disabilities including Protective services, Coos Health and Wellness, ADAPT, Curry Community Health, and ORCA. Over the next several years, SCBEC plans on integrating more community partners and strengthening existing relationships. This will include improved information sharing, training and shared work on mutual goals. With more ADRC community partners, coupled with on-going ADRC outreach, SCBEC expects ADRC brand and name recognition to improve over the next several years.

Financial sustainability continues to be a challenge as the ADRC grows and call volume increases. SCBEC, working with ADRC Core Partners and other entities, continues to look for additional funding streams to maintain

and expand ADRC services. APD staff currently answers the main phone system for the ADRC and provides a large portion of services to ADRC clients. SCBEC provides information and data supporting the value of the ADRC to local elected officials and works with the aging and disability network to promote ADRC work at the legislative level.

The ADRC of Coos and Curry Counties currently faces several challenges. Due to the rural area and distance between communities it is difficult to find adequate funds for travel to and from the consumer's homes. The lack of resources in our communities makes it challenging to find the needed referrals for clients and high percentage of older adults in poverty needing housing services that just are not available in our community can leave us with few options.

Refer to Goals and Objectives in Attachment B

C – 2 Nutrition Services

SCBEC's III C funds will be used to implement the four meal sites in Coos County and our two contracted sites in Curry County. The four locations in Coos County are Bandon Community Center, 1200 11th St SW, Bandon OR. Tues, Thurs, and Fri 11:30 am to 1:30 pm, Coquille Community Building, 115 N Birch St., Coquille OR. Mon, Wed, and Friday 11:30 am to 1:30 pm, Myrtle Point Senior Center, 1441 Doborout St., Myrtle Point OR. Mon, Wed, and Friday 11:30 am to 1:30 pm, and Lakeside Senior Center, 915 N Lake Rd., Lakeside OR. Tues, and Thurs. 11:30 am to 1:30 pm. In Curry we contract with the Gold Beach Senior Center, 29841 Airport Way, Gold Beach OR. Tues, Wed, Thur. and Fir. 11:30 am to 1:30 pm and Chetco Activity Centers, 550 Chetco Ln, Brookings OR Mon – Fri 11:30 am to 1:30 pm.

Our meal delivery system varies by community. Volunteers deliver meals in Bandon, Lakeside, Coquille and Myrtle Point and at this time do not ask for mileage reimbursement. Paid staff is used in the Bay Area (Coos Bay/North Bend). The two Curry sites also use volunteers for delivery.

Currently the AAA is a direct service provider for the nutrition program in Bandon, Coquille and Myrtle Point and we contract with providers in both Curry County locations as well as in the Bay Area (Coos Bay/North Bend)

and Lakeside. Our communities very much enjoy having the meals prepared on site and truly appreciate their local cooks.

The Senior Meals Program conducts an aggressive, year-round direct mail campaign under the Senior Meals Program brand in outlying communities. In 2017, these efforts grossed approximately $110,113 in local gifts. Additionally, SCBEC was able to procure grants from The Coquille Indian Tribe of $2,500 from the City of North Bend $750, City of Bandon $3000, The City of Coquille $3600, through a variety show and silent auction in Bandon called “Bandon Feed the hungry” we partnered with 4 other food programs and our share of the proceeds were $3500 and we continue to look for new grant opportunities to further our funding goals. While direct mail campaigns have proven successful over the years, opportunities through social media development are likely to provide additional revenues. SCBEC plans to tap into social media marketing over the next few years.

SCBEC provides quarterly sessions for nutrition education at each meal site. The Cook Manager discusses with the congregate patrons what issues are arising for them currently. The Cook Manger then holds nutrition education session reviewing the topics with the patrons and provides them the appropriate information that is provided in our Nutrition Education library prepared by our Registered Dietician Cindy Meier, RD. The Nutrition Coordinator provides Nutrition Education at home visits for each home-bound client twice a year. The nutrition Coordinator follows a guided check off sheet of conditions the client may have and provides them with the appropriate information for each client.

The ADRC is the front door for information on aging and disability services in Coos and Curry Counties. Those inquiring about MOW are directed to the ADRC number where their potential needs are discussed and community referrals provided. Nutrition Coordinators perform in-home assessments for OAA MOW delivered in both communities. They also provide ongoing case management and access to other services. Case management and service assessments are conducted using a person-centered methodology, placing the consumer at the helm of their case planning activities. Nutrition and OPI case managers are also the gateway to the SCBEC Family Caregiver, Options Counseling services and other AAA services and referrals to outside community resources.

C-3 Health Promotion

We partner with Curry Community Health to provide the Living Well with Chronic Conditions program which is a six-week workshop that provides tools for living a healthy life with chronic health conditions. Living Well Workshops will be offered in Coos county once we have negotiated all aspects of the contract with Waterfall Community Health. SCBEC will assist with travel and training costs for new volunteers; providing volunteer stipends and appreciation and assisting in the cost of advertisement printing fliers, etc.

We have contracted with Just for you Integrative Health to provide Tai Chi classes in both counties and coordinate with the Walk With Ease Program to continue that program. The agency will look at training individuals in the communities to provide options for active, healthy lifestyles. Tai Chi classes are held in multiple locations. Many Senior Centers and Community Centers as well as Skilled Nursing Facilities, Assisted Livings, Churches and Local Businesses. Advertising in local papers as well as providing literature and information to local Doctors Offices and Hospitals. All Tai Chi instructors are Trained by a Master Tia Chi instructor and certified to teach classes.

C-4 Family Caregivers (FCG)

The AAA provides information on respite services available to the local medical clinics including the hospitals, hospice, churches and home health agencies. Also information is given to meal sites and senior centers. Our goal is to serve those individuals with the greatest need whether it is economic or social and regardless of ethnicity or sexual orientation. We are here to serve all individuals in our communities with the capacity we have.

Information services are offered by Case Management staff. Training is offered twice each program year through the Powerful Tools classes. Our agency offers respite in the home by reimbursing individuals for respite care they have paid out of pocket. The individuals have the choice of using someone in their home or using out-of- home placement.

FCG information is offered by all SCBEC AAA staff by phone, in person or by email. During nutrition home visits information is given on any other service that may be available to the client including respite services.

Screening and assessment planning in our area for the Family Caregiver Support Program (FCSP) is with our case managers. Case managers give information regarding the programs available during an information and assistance call, and if appropriate a home visit is scheduled. The FCG intake form is completed along with our agency forms indicating the amount of the reimbursement available. Information on the Home Care Registry or a list of homecare workers is given to assist the individuals in finding a caregiver if needed.

SCBEC sponsors the Powerful Tools classes in the fall and spring each program year. Powerful Tools classes are an educational program designed to help unpaid caregivers care for themselves.

SCBEC provides supplemental services on a reimbursement basis. The individual purchases needed supplies such as incontinence supplies, shower chair, lifeline or other assistive devices. A reimbursement form with the receipt attached are turned into the case manager. If appropriate a check is issued for the individual's reimbursement.

Limitations to core elements of this program are the limited resources. The reimbursement dollars which are allotted help but only for a very short period of time. Our FCGS have been underutilized over the last several years which have given us large carry forwards. The carry forwards have resulted in larger reimbursements than what would normally be given. We plan to implement some home repair services to assist with ADA compliance issues, and mobility concerns in clients' homes. Services are limited to two consecutive years for this program. Clients that need more assistance will be referred to other programs such as Oregon Project Independence.

Refer to Goals & Objectives in Attachment B

C-5 Elder Rights and Legal Assistance

SCBEC will support elder abuse prevention efforts in our region by partnering with Adult Protective Services and will continue to provide needed Gatekeeper training to community partners, citizens, and business

to recognize possible signs of abuse or neglect. At this time there is no written protocol on referring suspected abuse to APS. SCBEC and APS will work closely over the next 6 months to put a written protocol in place.

Abuse, regardless of type, tends to take place where the person lives, in their own home or in other community-based care settings and institutions. For home and community-based abuse, the majority of perpetrators are related to the victim; very few perpetrators are strangers. It is often someone close to the victim with a trusted relationship such as a family member, friend, caregiver or neighbor.

Financial abuse and neglect of care by caregivers are on the rise and represent the two most common abuse types reported both in Oregon and locally. Financial scams and fraud affect an estimated one-fifth of older adults nationally. In addition, sexual abuse is the most common abuse type for adults with disabilities, statewide.

.

Prevention efforts are essential tools to help stem the tide of adult abuse and protect our most vulnerable community members. Educational programs, and those that offer money management and legal services, are effective means of preventing abuse and provide stabilization after abuse has occurred. SCBEC partners with Coos Elderly Services for money management services to help prevent financial abuse of seniors in both counties.

SCBEC is very grateful to our legal provider, The Oregon Law Center, and we support their efforts. Unfortunately, due to their funding the office has very limited phone and office hours. The Oregon Law Center, serve clients by referral, SCBEC staff and other agencies, phone calls and on a walk-in basis. AAA establishes an annual service contract with our attorney, who submits billings for payment.

SCBEC, APD and the rest of the ADRC Steering Committee meet monthly, on the last Monday of the month to discuss gaps in our current abuse and prevention system. We discuss issues and solutions across both counties. SCBEC and APD offer Gatekeeper training to community members and organizations, as well as discuss potential gaps and solutions to abuse or neglect during those trainings.

SCBEC Case Managers, APD, The ADRC Steering committee and the homebound drivers do “ensure the rights of older people and assist in preventing their abuse, neglect and exploitation.” Staff is very cognizant of potential abuse or neglect to our older adults. Referrals are made to Adult Protective Services by staff when any concern is observed.

C-6 Older Native Americans

SCBEC will continue outreach to the local tribes which are the Coquille Indian Tribe, the Confederated Tribes of Coos, Lower Umpqua & Siuslaw Indians and the Cow Creek Band of Umpqua Tribe of Indians.

Community outreach will take place with attendance at Tribal Elder Fairs to inform tribal members about services available to them. AAA has sent Tribal members to the annual Native Caring Conference for a time of respite and learning.

All four Tribes provide services for Tribal Elders. Services include socialization activities, nutritional programming such as congregate meals, in-home care, caregiver support and financial and health benefits. All Tribes also have a wealth of other general programming available to Tribal Elders.

The goal for partnership with Tribal Elders is have their membership represented within our AAA Advisory Council and have informational items available for distribution through Tribal Medical Centers. Since the tribes are self-governed, the AAA will offer itself to the Seniors Department with the Tribal Medical Center as a partner for services rather than a primary service provider.

The primary goal is to provide accurate information on available services as a partner within the elder community. The Senior Program Manager and other interested members of the tribes will be invited to AAA meetings concerning regional issues affecting elders.

In the past the Coquille Tribe has given us grants that may have resulted in meals being provided to tribal members through congregate or home-delivered meals. We will work toward better coordinating our Title III programs with the Tribes’ Title VI activities.

Refer to Profile Goals and Objectives in Attachment B

7. Other Issue Areas – any other issue area of the AAA's choosing.

See attachment B section C

SECTION D – AREA PLAN BUDGET

SECTION E - SERVICES AND METHOD OF SERVICE DELIVERY
E – 1 Services provided to OAA and/or OPI clients:

See Attachment C

E - 2 Administration of Oregon Project Independence:

Provide the following information about the procedures your agency (or your contractor) uses in the OPI program:

a. Describe how the agency will ensure timely response to inquiries for service.

The program's policy states that referrals are responded to by the next business day and an assessment scheduled if possible within five (5) business days (Monday through Friday) The policy is enforced by the Senior Services Director.

b. Explain how clients will receive initial and ongoing periodic screening for other community services including Medicaid.

Entry into OPI services is through an assessment by the Case Manager using the Aging and People with Disabilities CA/PS access tool. Clients and/or the home care workers keep the case manager up to date including the need for a monitoring visit. If a case monitoring visit is made it is documented on a narrative report by the Case Manager. Monitoring visits will be made at least every six months to assure that services are working and that client needs are being meet. During the visit it will be determined if the client would benefit from other services including Medicaid.

c. Describe how eligibility will be determined.

An initial intake/screening will be conducted by the Case Manager to evaluate a prospective client's requests and needs prior to accepting the individual for service. If the screening determines that our services will be appropriate then an assessment will be scheduled and the CA/PS assessment completed. Currently services are being provided Service Priority Level (SPL's) 1-15 with hours limited to 20 hours per month with exceptions on a temporary basis.

d. Describe how the services will be provided.

The program uses the CA/PS ACCESS intake tool and provides service based upon the priority levels. Currently we are serving through level fifteen (15). This is subject to change to meet any legislative or APD requirements.

The amount of services needed is a mutual agreement between client and/or family and the case manager. The services provided are also influenced by the risk factors such as lack of natural family supports, limited financial assets, dementia, etc.

OPI in-hope services for personal care, and homecare are provided by the use of a State Home Care Worker of their choice. Home-delivered meals are delivered by SCBEC employees or volunteers in both counties. Health and Medical Equipment consists of emergency response systems, medication dispenser devices and one-time purchases of low cost medical equipment. Durable medical equipment is purchased as needed, on a limited basis by the consumer or family member and reimbursed by turning in a receipt to program coordinator.

e. Describe the agency policy for prioritizing OPI service delivery.

Services will continue to current clients that have been determined eligible by priority levels as long as there is available funding to provide these services. If the funding level is reduced or eliminated, then the following procedures would be followed: The reduction of services to clients would be based upon the instructed priority level and the risk assessment tool. Staff notifies all clients in writing of any service reductions, suspensions, or terminations. The notice would also include instructions about contacting the program staff with any questions. All clients would receive a copy of the complaint and grievance procedure with the notice if applicable. The number of service hours is determined by the Case Manager and the client at the time of assessment. The client is given a list of registered home-care workers to hire from. The client and the home- care worker then determine their schedule.

f. Describe the agency policy for denial, reduction or termination of services.

The denial of service is based upon age, priority level and types of service needed but not available through the program. Notification is given verbally at time of the intake/assessment and followed up in writing.

The reduction of service is based on a change of priority level or the change in the program funding available, and at least two weeks' notice is given in writing.

The termination of services is initiated at times by the client either due to improved conditions or increased health conditions that require moving into a facility to meet their needs. If SCBEC has to terminate services, it will be done by home visit with a follow- up letter with the explanation as to why services are being terminated. If the termination is due to discontinuation of program funding, that is done by letter with as much notice as possible.

g. Describe the agency policy for informing clients of their right to grieve adverse eligibility and/or service determination decisions or consumer complaints.

If OPI services are denied, the applicant receives a denial letter informing them of the reasons along with their grievance rights. If OPI services are reduced or closed, the consumer receives a letter at least 10 days prior to the proposed action. This letter contains the reasons for the action and the consumer's grievance rights. Individuals denied, reduced or closed are provided ADRC information to receive information on other available community services. They may also utilize Options Counseling. To review the SCBECs' OPI grievance process and other local policies, see Appendix G.

h. Explain how fees for services will be implemented, billed, collected and utilized.

The case managers will assess the OPI fee for services using the state standardize form. The client bills are based on hours of service from Homecare Worker Payment Vouchers that have been signed by the clients. Clients are sent copies of the current month's invoice and a statement showing any unpaid amount. The fees are utilized to help maintain services in our service district. Client billings are posted in our Accounts Receivable system and recorded as uncollected income until payment is received.

Agency Personal Care: $19.29 per hour
Agency Homecare: $17.15 per hour
Agency Chore: $17.15 per hour
Home-Delivered Meals: $9.54 per meal

i. Describe the agency policy for addressing client non-payment of fees including when exceptions will be made for repayment and when fees will be waived.

The Case Manager or Senior Services Manager contacts the client when an account is two months past due, usually by notice with the current billing but may be done by phone to the client. Clients are set up with a payment plan to catch up past-due bills. In rare circumstances client services are suspended due to non-payment of services. Clients are given opportunities to make regular monthly payments before services are ever interrupted.

Each individual receiving program services shall be given the opportunity to contribute towards the provision of those services. However, client ability to pay shall in no way be utilized as a factor to determine service eligibility. Client or interested persons may make donations to the program which shall be utilized to assist with program costs. Fees are waived when clients exit services and the bill has remained unpaid after three months.

j. Delineate how service providers are monitored and evaluated.

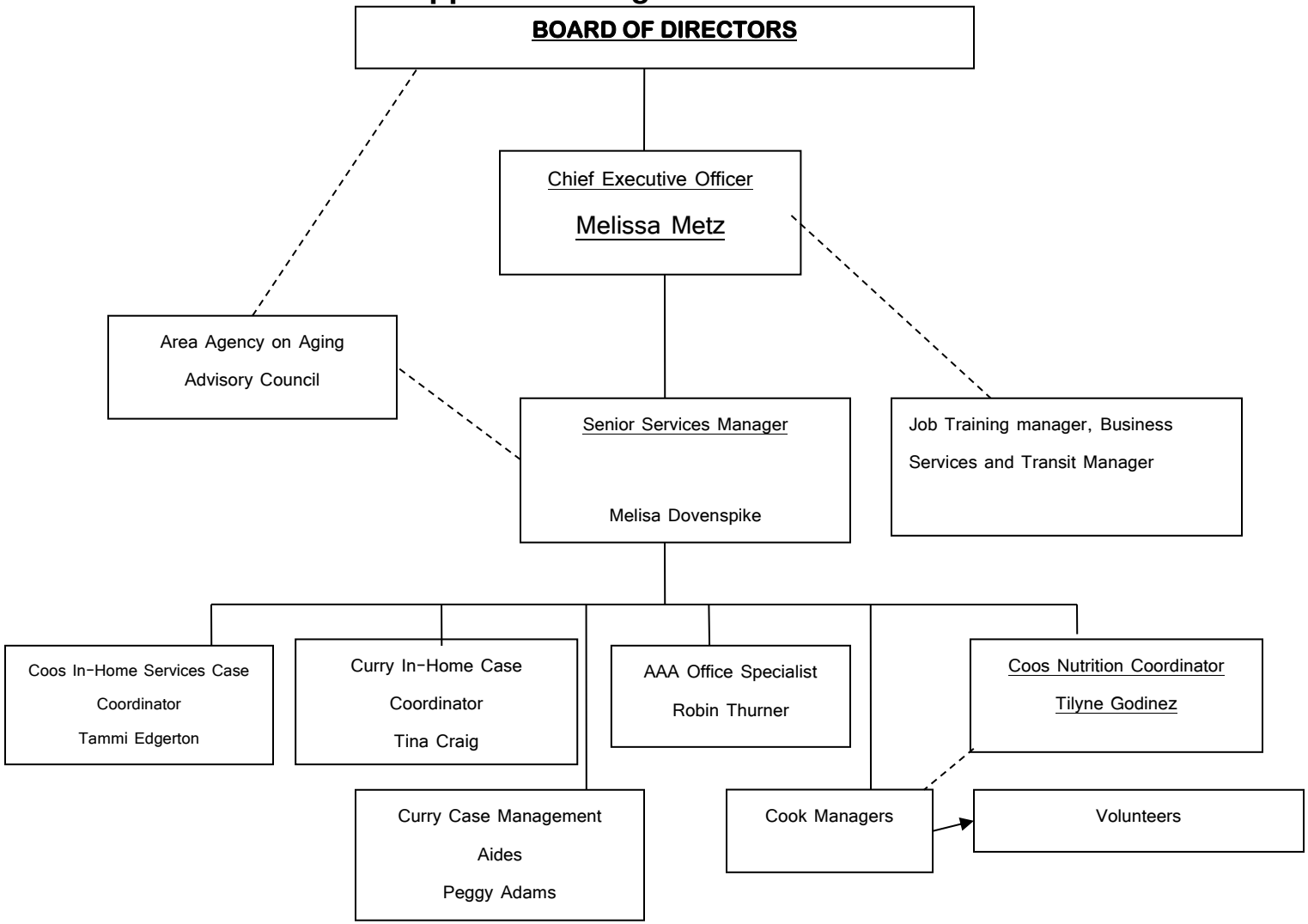
Please see Oregon Administrative Rules 411-032-000 through 411-032-0050 for additional detail on OPI state regulations.

APPENDICES

Appendix A Organizational Chart

See Attached

Appendix A Organization Chart



Appendix B Advisory Council(s) and Governing Body

Name & Contact Information	Representing	Date Terms Expires
OPEN	Bandon Meal Site PO Box 616 Bandon OR 97420 Coos County	
OPEN	Bay Area Senior Center 886 S 4th Coos Bay OR 97420 Coos County	
Glenda Groff 20803 Wilderness Rd Brookings OR 97415 916-300-3789	Chetco Activity Center PO Box 1444 Brookings OR 97415 Curry County	June 30, 2018
Janet Sevey 94269 Sevey Rd Gold Beach OR 97444 541-247-6791	Gold Beach Senior Center PO Box 1277 Gold Beach OR 97444 Curry County	June 30, 2018
Dr. Susann Steinberg 98698 Hibarger Ln Coos Bay OR 97420 541-267-0892	Long Term Care Ombudsman Coos County	June 30, 2018
Barbara Roberts 228 Widgeon Ln Lakeside OR 97449 541-759-2053	Lakeside Senior Center PO Box 303 Lakeside OR 97449 Coos County	June 30, 2018
Dixie Crumrine PO Box 623 Lakeside OR 97449	Lakeside Senior Activity Center/Meal Site PO Box 303 Lakeside OR 97449	June 30, 2018
OPEN	Myrtle Point Senior Center 1441 Doborout Myrtle Point OR 97458 Coos County	

Name & Contact Information	Representing	Date Terms Expire
Marcella Bossard PO Box 42 Lakeside OR 97449 541-759-2435	Coos County at large	June 30, 2018
OPEN	Port Orford Senior Center PO Box 726 Port Orford OR 97465 Curry County	
Robin Giczy 435 Shorepines Ave Coos Bay OR 97420 541-888-3426	Long Term Ombudsman Coos County	June 30, 2016
Liz Miles 3030 Broadway North Bend OR 97459 541-756-2017	Aging & People w/ Disabilities 3030 Broadway North Bend OR 97459	June 30, 2018
OPEN	Curry County Commission PO Box 746 Gold Beach OR 97444	
	Long Term Care Ombudsman Curry County	June 30, 2018
Sergio Gamino Coos Bay OR 97420 541-267-7111	Coos County Area Transit Coos County	June 30, 2018
Dave Swindel	Gold Beach Curry County	June 30, 2018
Joanne Wasbauer PO Box 1771 Brookings OR 97415 541-412-8806	Curry Public Transit Curry County	June 30, 2018

Name & Contact Information	Representing	Date Terms Expire
Michael Marchant 3030 Broadway North Bend OR 97459 541-756-2017	Aging & People w/ Disabilities 3030 Broadway North Bend OR 97459	June 30, 2018

Total number age 60 or over = 10
Total number minority = 0
Total number rural = 13
Total number self-indicating having a disability = 0

AGENCY'S GOVERNING BODY

Agency's Governing Representative name & contact information	Date term expires	Title/Office
Terry Hansocom 00243 Winchuck River Rd. Brookings OR 97415 541-469-5462	7/1/18	Vice Chair
Vacant	7/1/17	
Gordon Ross 95369 Stock Slough Ln Coos Bay OR 97420	7/1/17	
Commissioner John Sweet Coos County Courthouse 250 North Baxter Coquille OR 97423 541-396-3121 X247	Thru term of office	Coos County Commissioner
Michelle Martin 605 S E Kane Roseburg OR 97470 541-414-6368	7/1/19	Treasurer
Joyce Collins 52798 Stringtown Rd Myrtle Point OR 97458	7/1/19	
Commissioner Gold Curry County Courthouse 94235 Moore St Gold Beach OR 97444 541-247-9744	Thru Term in Office	Curry County Commissioner
Dick Leshley 2700 Woodland Dr. Coos Bay OR 97420	7/1/18	Chair

Appendices C Public Process

Please provide the following information:

City and Hearing Location: Gold Beach at the Gold Beach Senior Center
Date: September 12, 2016
Number in Attendance: 19 Number of 60 yr. olds +: 13

City and Hearing Location: Brookings at the Chetco Senior Activity Center
Date: June 13, 2016
Number in Attendance: 14 Number of 60 year olds +: 6

MEETING NOTICE

AREA AGENCY ON AGING

SENIOR ADVISORY COUNCIL MEETING

PUBLIC IS WELCOME TO ATTEND WE WILL REVIEW OUR AREA PLAN FOR SUBMISSION TO STATE UNIT ON AGING FOR 2017-2020

SEPTEMBER 12, 2016

11:00 AM – 1:00 PM

GOLD BEACH SENIOR CENTER

29841 AIRPORT WAY

GOLD BEACH, OR 97444

541.247.7506

This notice was sent to and published by The World Newspaper, The Sentinel as well as bicoastal media who have multiple news outlets (newspaper as well as radio outlets) in Coos and Curry County.

Appendix D Report on Accomplishments from 2014-2015 Area Plan Update

Goal: Strengthen the Family Caregiver Programs
Our Family Caregiver Program has been under-utilized. Our goal has been to increase services in both our counties. The increase in services was to our 60 and over population. We have contracted with Chetco Activity Center to provide Day Care services to clients in Curry County and increased the stipend amount for family caregiver respite. This goal has been partially met by outreaching to our local partners including the hospitals, clinics, home health agencies, nursing facilities and local APD staff.

The AAA will provide limited home mobility improvement projects to clients in need of these services.

Goal: Strengthen the role of the Advisory Council and increase their efforts to educate the community.

This goal was met. We do keep the council informed on OAA/OPI programs as well as the ADRC. We have focused on finding ways to keep the Council motivated and involved in issues. We have started a secret shopper program for SAC members for program quality assurance issues. Speakers for the Long Term Ombudsman program speak to the council quarterly to inform them of the current issues and strategize programs and goals for the AAA. We continue attempts to get our Advisory Council more involved in Advocating for senior issues and assisting us in implementing methods to increase awareness of services for minorities and low income individuals.

Goal: Invite Tribal Representation on the Advisory Council.

This goal was unmet, an invitation was issued to both the Coquille and Confederated Tribes but no individual has been referred or appointed to the council. Our efforts to partner with Tribal organizations have not been wholly successful. SCBEC has applied for and has received Coquille Tribal community grants for our nutrition program. Outreach efforts to the tribes will continue, we will attend advisory meetings and meet with tribal leaders for additional engagement in other program areas.

Appendix E Emergency Preparedness Plan

Coos and Curry Counties

Potential Hazards in Coos and Curry Counties: fires, floods, slides, ice or snow, power outages, tsunami, earthquake or an earthquake with a tsunami.

Vulnerable Populations: In Coos/Curry Counties we have identified the vulnerable population as frail elderly, home bound and/or disabled. We have contact information including name, address and phone numbers of these vulnerable populations. This list will be kept off site in plastic envelopes by the Senior Services Director, the OPI Coordinator for Coos County and the In-home Services Coordinator in Curry County. This population could then be contacted and escorted to safety in case of an emergency.

Location of Services: Services are provided collaboratively through the main office in Coos Bay and the satellite office in Brookings. As well, services are provided and coordinated through six senior dining sites in: Myrtle Point, Coquille, Lakeside, Bandon, Gold Beach and Brookings. If the local offices are destroyed or unreachable due to a catastrophic event, we have created an emergency post at the local Coos County Area Transit facility located at 2810 Ocean Blvd SE, Coos Bay. This facility is located out of the inundation zone and can be reached without the use of bridge access.

Chain of Command: If such an event were to trigger the need for the AAA to respond to an emergency situation, the chain of command would be as follows:

1.) Melissa Dovenspike, Director of District 7 AAA. Cell: 541-808-8200
2.) Tammi Edgerton, OPI coordinator. Cell 541-217-8874
3.) Tilyne Godinez, Nutrition Coordinator. Cell 541-294-2739
4.) Robin Thurner, Office Specialist. Cell 541-404-3645
5.) Tina Craig, In-home Service Coordinator Curry. Cell 541-661-2178

Communication Plan: AAA is a small department. Staff involved in administering Older American's Act programs consist of one director, three

case managers, and one office specialist. Each staff member has a cell phone and laptop with internet capability for communication. Staff members are used to communicating with each other, and in the event of an emergency would stay in touch by telephone or email if those services are available. If the emergency has taken out those services the AAA would use HAM radios to communicate. The Director, the OPI case manager and the Curry In-home Service Coordinator have HAM radios for communication if other communication services are unavailable. They regularly communicate with coordinators at all the AAA sponsored senior and/or activity centers.

The AAA has broached the topic of emergency preparedness with its clients and the region's senior population through education. It has distributed literature at the senior centers and held seminars in conjunction with Coos County Emergency Management program manager Michael Murphy. The AAA has advised clients to keep at least a three-day supply of non-perishable food and water on hand so they might "shelter in place". The primary mission-critical service the AAA provides is home-delivered meals to homebound seniors. The AAA provides all home-bound clients with at least one emergency meal to have on hand and to educate them on what an emergency meal could look like.

Continuity of Operations: In the event of a disaster that impacts senior citizens in Coos/Curry Counties, the following steps shall be taken by the AAA as quickly as possible:

1.) The AAA Director shall determine the area of impact.
2.) The Director shall contact contractors/sites in the impact areas to determine what assistance might be needed to support the continuation of existing services and identify what additional services may be necessary in order to ameliorate the impact of the disaster.
3.) The Director shall convene an emergency staff meeting (attending via phone or in person or by HAM radio) to make specific staff assignments designated to support maintenance of current services to current clients and, if necessary, provide for new services as needed.

4.) Staff will use their contact list to make contact with both congregate and home-delivered meal recipients; as well, they will attempt to contact other older adults in their local communities who either live

alone or need assistance in evacuating after the disaster. This list, which will be updated quarterly, will include contact information (street address and phone numbers) and the name of individuals to contact in case of an emergency.

5.) The Director shall communicate with the Coos County Emergency Management division (CCEMD) of the Coos County Sheriff's office and/or Curry County Emergency Services to ensure they are aware of the status of the disaster and the resulting decision about AAA services; the director will seek direction on next steps from the CCEMD.
6.) The Director will draft the media release, get feedback on the draft release from the team and blast fax the approved media release or broadcast it via HAM radio to all media regarding the status of services for the Coos Curry senior population.
7.) The Director shall monitor all services and assist staff in working with local community partners in locating needed resources and/or new or temporary services.

Agreements: Coordination is being done with Coos County Emergency Management Division (CCEMD) and Curry County Emergency Services.

Communication with other Agencies: In the event of an emergency, this AAA shall take all steps necessary to maintain full and open communication with other agencies that may be working to meet the needs of seniors and their families during the emergency/disaster.

1.) The Director has designated AAA staff charged with maintaining communication with other agencies and community partners in local communities throughout both counties.
2.) Prior to any emergency/disaster, AAA staff will, to the greatest extent possible, make contact with those other agencies and/or community partners to develop and maintain positive working relationships. Together they can work to create a transportation and communication plan and identify strategies for responding to and meeting the needs of local community elders - especially the frail homebound elderly.
3.) In the event of a disaster, AAA staff will be individually responsible for making immediate contact with their assigned community partners and keeping the Director informed about the current status of events in their local areas and how the AAA can work to support community partners.

4.) Following any emergency/disaster, assigned AAA staff will contact their respective community partners and discuss ways to improve communications in the event of future emergencies, report recommendations to the Director and developing methods to improve future communications.

Coordination of Services with Other Agencies: During a Disaster in an effort to make the best use of available resources and to reach the greatest number of seniors and their families the AAA shall, whenever possible, coordinate services with other agencies in the impacted area.

1.) The Director will identify service agencies in both Counties that might provide disaster services that would benefit senior citizens and attempt to enter into cooperative agreements with those agencies.
2.) The Director will attempt to convene, at least annually, a meeting of such identified agencies/ community partners, in order to agree upon a general approach to serving seniors and their families during a disaster.
3.) In the event of an actual disaster, the Director will maintain communication with other agencies that might service seniors and their families in order to assure that seniors in need of services are receiving all possible services. The AAA shall also make services available, whenever possible, to target groups identified by those other agencies/ community partners to the greatest extent that doing so is legal and feasible.
4.) The AAA will maintain the most complete possible records of services provided by other agencies to seniors and of services provided by the AAA and its contractors to non-seniors, in order to obtain the greatest possible reimbursement for appropriate services.
5.) The Program Manager will make all efforts to obtain full reimbursement for all agencies/community partners during a disaster in order that regular operating funds not be depleted during the disaster.

Resumption of “Business as Usual”: Once the critical point of the disaster has passed and individuals and communities begin the recovery stage, AAA staff will continue to work with clients and community partners to ensure clients have what they need and are aware of information/ assistance and referral services that will ease the transition from disaster to full recovery.

Staff will actively engage in community outreach following the disaster to debrief and to identify lessons learned so that the next disaster/ emergency experience runs even more smoothly.

This AAA will resume business as usual once life in each community returns to “normal”.

Appendix F List of Designated Focal Points (OAA Section 306 (a)(3)(B))

South Coast Business Employment Corporation
93781 Newport Lane
PO Box 1118
Coos Bay, OR 97420
541-269-2013/1-800-858-5777

Area Agency on Aging
Pelican's Perch Apartments
1216 Moore Street # 216
Brookings, OR
541-412-8820/8

Bandon Meal Site
Bandon Community Building
1100 SW 11th Street
Bandon OR 97411
541-347-3181

Coquille Meal Site
Coquille Community Building
105 N Birch Street
Coquille OR 97423
541-396-5341

Lakeside Meal Site
Lakeside Community Building
915 N Lake Road
Lakeside OR
541-759-3819

Myrtle Point Senior Center
1441 Doborout
Myrtle Point, OR 97458
541-572-3151

Chetco Senior Activity Center
550 Chetco Lane
Brookings OR 97415
541-469-6822

Gold Beach Senior Center
29841 Airport Way
Gold Beach OR 97444
541-247-7506

Appendix G Partner Memorandums of Understanding

Appendix H Statement of Assurances and Verification of Intent

For the period of January 1, 2017, through December 31, 2020, the South Coast Business Employment Corporation's Area Agency on Aging accepts the responsibility to administer this Area Plan in accordance with all requirements of the Older Americans Act (OAA) (P.L. 106-510) and related state law and policy. Through the Area Plan, South Coast Business Employment Corporation's Area Agency on Aging shall promote the development of a comprehensive and coordinated system of services to meet the needs of older individuals and individuals with disabilities and serve as the advocacy and focal point for these groups in the Planning and Service Area. South Coast Business Employment Corporation's Area Agency on Aging assures that it will:

Comply with all applicable state and federal laws, regulations, policies and contract requirements relating to activities carried out under the Area Plan.

Conduct outreach, provide services in a comprehensive and coordinated system, and establish goals objectives with emphasis on: a) older individuals who have the greatest social and economic need with particular attention to low income minority individuals and older individuals residing in rural areas; b) older individuals with significant disabilities; c) older Native Americans; and d) older individuals with limited English-speaking ability.

All agreements with providers of OAA services shall require the provider to specify how it intends to satisfy the service needs of low-income minority individuals and older individuals residing in rural areas and meet specific objectives established by South Coast Business Employment Corporation's Area Agency on Aging.

Provide assurances that the Area Agency on Aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities with particular attention to individuals with significant disabilities and with agencies that develop or provide services for individuals with disabilities.

Provide information and assurances concerning services to older individuals who are Native Americans, including:

A. Information concerning whether there is a significant population of older Native Americans in the planning and service area, and if so, an assurance that the Area Agency on Aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under the Area Plan;

B. An assurance that the Area Agency on Aging will, to the maximum extent practicable, coordinate the services the agency provides with services provided under Title VI of the Older Americans Act; and

C. An assurance that the Area Agency on Aging will make services under the Area Plan available to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

Obtain input from the public and approval from the AAA Advisory Council on the development, implementation and administration of the Area Plan through a public process which should include, at a minimum, a public hearing prior to submission of the Area Plan to DHS. South Coast Business Employment Corporation's Area Agency on Aging shall publicize the hearing(s) through legal notice, mailings, advertisements in newspapers, and other methods determined by the AAA to be most effective in informing the public, service providers, advocacy groups, etc.

_____	_____
Date	AAA Director, Melissa Dovenspike
_____	_____
Date	Advisory Council Chair, Susann Steinberg
_____	_____
Date	Chief Executive Officer, Melissa Metz

Goals and Objectives – ADRC Attachment C 1

Goal: Resource accuracy for every ADRC consumer

Objectives:

		Key Tasks	Lead Position	Start Date	End Date	Accomplishment or update
1. Provide staff annual training and skill development	a)	Develop training plan for all ADRC Specialists, includes person-centered approach training & service equity	AAA Manager/APD ADRC Lead Staff	1/2017	12/31/2018	
	b)	Provide ADRC overview and ADRC public website usage training to all SCBEC and ADRC staff; provide annual refresher; training to new hires	AAA Manager/APD ADRC Lead Staff	1/2017	Annually	
	c)	Develop local consumer survey	AAA Manager/APD ADRC Lead Staff	1/2017	6/2019	
	d)	Provide local consumer survey to minimum 10% of ADRC consumers	AAA Manager/APD ADRC Lead Staff	7/2017	Annually	
	e)	Conduct ADRC secret shopper review process	ADRC Operations Council	6/2017	Annually	
2. Annually update all listing resources updated in ADRC database	a)	All agencies contacted to update listings	SUA STAFF	1/2017	Annually	
	b)	Create schedule for yearly updates	SUA STAFF	1/2017	Annually	
	c)	Key word search optimized by updating ADRC key words in listings	SUA STAFF	1/2017	Annually	
3. Conduct outreach with	a)	Dedicate portion of lead worker to conduct 3	ADRC Lead Staff	1/2017	Quarterly	

underserved populations	outreach activities quarterly	ADRC Lead Staff	1/2017	Annually
	b) Identify target audiences, locations, events for at least 1 target population per quarter	ADRC Lead Staff	1/2017	Annually
	c) Utilize culturally appropriate outreach materials and materials in alternate formats and languages for 2 target populations quarterly	ADRC Lead Staff	1/2017	Quarterly
	d) Conduct outreach activities quarterly			
4. Ensure person-centered approach and service equity	a) Provide person-centered approach and service equity training to each ADRC staff person	ADRC Lead Staff	1/2017	Annually
	b) Recruit bilingual staff for open positions as positions open or are available	AAA/APD Manager	1/2017	On-going
	c) Conduct two training on data collection and purpose, minimum of once annually	ADRC Lead Staff	1/2017	Annually
	d) Have staff attend minimum of one cultural awareness activity annually	Field Staff	1/2017	Annually
5. Improve communication and working relationships between core partners	a) Provide ADRC fact sheet to core partners that allows information sharing with consumers. Update quarterly or as needed	ADRC Operations Members	1/2017	12/2018
	b) Provide information sharing opportunities between core partners			

	regarding work occurring in the community, trainings, events quarterly	ADRC Lead Staff	1/2017	Quarterly
	c) Build partnerships with 3 other community partners			
	d) Develop secret shopper review process for ADRC call center			
	e) Implement secret shopper review process	ADRC Operations Members	1/2017	12/31/18
		ADRC Operations Members	1/2018	6/2019
		ADRC Operations Members	7/2018	12/2018 Annually

Goals and Objectives – Elder Rights and Legal Assistance Attachment C 5

Goal: Improve guardianship options in Coos/Curry Counties

Objectives:

	Key Tasks	Lead Position	Start Date	End Date	Accomplishment or update
1. Engage Senior Legal Services provider with state and local guardianship efforts	a) Connect Senior Legal Services provider to HRT	program manager	1/2017	12/2018	
	b) Jointly develop guardianship training curriculum	Program manager	1/2017	12/2018	
	c) Co-conduct 1 local guardianship training per year	Program manager	1/2017	Annually	
2. Conduct a targeted multimedia	a) Determine target audience	Advisory Counsel	1/2017	12/2018	
	b) Determine 3 Campaign objectives	Advisory Counsel	1/2017	6/2019	
		Advisory Counsel	1/2017	6/2019	

	public education campaign	c) Determine 3 topics	program manager Advisory Counsel	1/2017	6/2019
		d) Determine 2 communication needs	program manager Advisory Counsel	1/2017	6/2019
		e) Develop branding	program manager Advisory Counsel	1/2017	6/2019
		f) Develop materials for cultural inclusiveness for Spanish speaking clients and tribal members	program manager		
3.	Collaborate with state and local partners on abuse prevention and detection efforts	a) Participate as a primary partner in local APS	AAA director	1/2017	12/2017
		b) Participate in a minimum of 2 local/state workgroups and committees	AAA director	1/2017	12/2017
		c) Meet annually with Senior Legal Services provider	AAA director	1/2017	On-going
		d) develop relationships with a minimum of 2 community partners in Curry County	AAA director	1/2017	Completed
4.	Develop relationships with Coos Elderly Services (local financial services program) to improve financial abuse interventions	a) Explore Methods to streamline referral processes	program manager	1/2017	8/2017
		b) Meet quarterly with director to review issues	Program Manager	1/2017	Quarterly
		c) Provide clients with Coos Elderly services information regularly	Program Manager	1/2017	On-going

5. Support Local Senior Legal services provider	a) Review contract annually for updated service objectives	AAA director	1/2017	Annually
	b) Conduct competitive request for Proposal	AAA director	1/2017	12/2019
	c) meet annually to discuss collaboration opportunities	AAA director	1/2017	Annually

Goals and Objectives – Family Caregiver Attachment C 4

Goal: Increase resources capacity for unpaid FCG programs in Coos/Curry Counties

Objectives:

	Key Tasks	Lead Position	Start Date	End Date	Accomplishment or update
1. Increase collaborative partnerships with community agencies	a) Identify 3 key partners	program manager	1/2017	12/2017	
	b) Explore methods of collaboration and support with key partners	Program manager	1/2017	12/2017	12/2017
					12/2017
2. Create outreach program on FCG needs, options, and resources	a) Include representation of FCG in outreach messaging	program manager	1/2017	7/2018	
	b) Create new advertising	program manager	1/2017	12/2018	
	c) Publish and air outreach messages twice a year	program manager	1/2017	Annually	
3. Increase in-kind donations of services FCG	a) Identify 2 pro bono providers of FCG assistance and list in ADRC database	Program manager	1/2017	12/2019	
	b) Identify 2 pro bono resources for Grandparents caring for	Program manager /ADRC Staff	1/2017	12/2019	

		Grandchildren and list in ADRC Database			
4. Increase pool of trained FCG respite Volunteers	a)	Identify 3 agencies with Similarly trained volunteers to coordinate FCG volunteer efforts	program manager	1/2017	12/2017	12/2017
	b)	Stay in regular contact with agencies with similarly trained volunteers	Program Manager	1/2017	12/2017	On going
	c)	Explore ways to streamline FCG volunteer onboarding	Program Manager	1/2017	12/2018	
5. Increase availability and diversity of FCG support Groups for Grandparents raising children	a) Support/advertise efforts for community agencies to attract, train and retain support group leaders twice a year		Program Manager	1/2017	Annually	
	b) Coordinate with local Child Welfare services to advertise or promote our groups in their monthly newsletter.		Program Manager	1/2017	12/2019	
	c) Coordinate to be a part of the monthly foster parent training groups		Program Manager	1/2017	12/2019	

Goals and Objectives – Health Promotion Attachment C 3

Goal: Support improved health outcomes in Coos/Curry Counties

Objective:

1. Provide Chronic Disease Self-Management Programming (Living Well)		Key Tasks	Lead Position	Start Date	End Date	Accomplishment or update
	a)	Coordinate program with All Care (current holder of license in Curry County)	AAA Director / Program Manager	1/2017	7/2017	5/2017
	b)	Provide minimum of 12 Living Well with Chronic conditions, Diabetes or	Program Manager	1/2017	Annually	

		Chronic Pain workshops annually	Program Manger	1/2017	Annually
		c) Achieve a program graduation rate of 60% per workshop			
2. Support additional evidence-based health promotion programming		a) Prioritize list of evidence based programs to research for potential implementation using programming gaps and data identified through the SCBEC needs assessment	AAA Director / Program Manager	1/2017	Annually
		b) Research top 3 programs from prioritized list, including level of effort and budget needed for implementation	AAA Director / Program Manager	1/2017	12/2019
		c) Determine measurable service objectives	Program Manager	1/2017	12/2019
3. Encourage clients to fully participate in entire health promotion program		a) Provided transportation vouchers to trainers to assist them in motivate/empowering clients to continue to participate in all classes through the end of the session by offering transportation to and from classes	AAA Director / Program Manager	1/2017	Quarterly
		b) Provide Awards of Accomplishment to clients whom participate for the entire program	Program Manager	1/2017	Every 6 weeks
		c) Increase the number of clients whom participate for the entire session by 5% per quarter	Program Manger	1/2017	Every 6 weeks

Goals and Objectives – Nutrition Attachment C 2

Goal: Maintain and expand consumer meal services.

Objectives:

	Key Tasks	Lead Position	Start Date	End Date	Accomplishment or update
1. Increase program revenues though fund raising	a) Expand opportunities for donor appreciation by one event per year	AAA Director /program manager	1/2017	Annually	
	b) Distribute 200 direct mail solicitations monthly	Program manager	1/2017	Annually	
	c) Develop a social media/facebook plan to use for additional fundraising	AAA Director /program manager	1/2017	6/2017	4/2017
2. Move from direct service provider to contractor provider system	a) Procure RFP contractor	AAA Director /program manager	1/2017	7/2017	5/2017
	b) Increase volunteer participation by 5%	AAA Director /program manager	1/2017	12/2017	8/2017
3. Provide nutrition service information to underserved groups	a) Provide outreach program materials geared toward Spanish speaking and Native American individuals to local agencies and community partners	Program Manager	1/2017	Annually	

4. Provide cultural competency and equity training to senior meals staff	a) Conduct annual staff equity activity	AAA Director /program manager	1/2017	Annually	

Goals and Objectives – Older Native Americans Attachment C 6

Goal: Improve Communications with Local Tribes

Objectives:

	Key Tasks	Lead Position	Start Date	End Date	Accomplishment or update
1. Develop lines of communication	a) Contact each Tribal to determine correct contacts	AAA Director	1/2017	12/2019	
	b) Contact other AAA's in Tribal seats' geographic regions to coordinate communication	AAA Director	1/2017	8/2019	
	c) Contact each Tribal contact to determine preferred communication methods and provide overview of services	AAA Director	1/2017	12/2019	
	d) Annually discuss service coordination between AAA and Tribal Programs	AAA Director	1/2017	Annually	
2. Invite local Tribes to SCBEC and related local events and trainings	a) Provide Tribal contacts information on public events	AAA Director	1/2017	12/2019	
	b) Collaborate with Tribal contacts to ensure SCBEC events and trainings are culturally appropriate	AAA Director	1/2017	12/2019	

3. Provide information and education on the ADRC and SCBEC services	a) Offer 2 SCBEC and ADRC outreach presentations	AAA director	1/2017	12/2019
	b) Collaborate with Tribes on culturally appropriate outreach presentations and materials	AAA director	1/2017	12/2019
	c) Provide updated ADRC information and materials annually	AAA director	1/2017	Annually
	d) Work with other AAA's to assist Tribal members in obtaining coordinated services	AAA director	1/2017	Annually
4. Improve support native American Caregivers	a) Provide 2 access to caregiver training annually	program manager	1/2017	Annually
	b) Identify local caregiving training opportunities	Program Manager	1/2017	Quarterly
	c) Provide information to local Tribal contacts	Program Manager	1/2017	Quarterly
	d) Offer 3 scholarships and other support to enable training attendance	Program Manager	1/2017	Annually

Attachment B

Section B-3 AAA Administration & Services:

List all services provided by or through the AAA in your planning and service district that may be considered unique.

Service	Coos County	Curry County
# of Congregate Meal sites Ethnic meals served	4	2
# of Home Delivered Meal sites Freezer Meal “drop-in” location	5 5	2
Information and Assistance sites	1	1
Caregiver Services Daycare	1	1 1

Section B-4 Community Services Not Provided by the AAA:

This section describes services which are provided in our PSA, not by our organization, but which play an important part in the lives of older persons in our area. Although some of these programs are provided by for-profit or non-governmental agencies, we identify them as important to address the needs of the population we serve.

Service	Coos County	Curry County
Hospitals	3	2
Clinics	2	2
Women's Health	1	1
Tribal Clinics	1	0
Housing Authority	1	1
Tribal Housing	1	
Food Banks	12	4
Alzheimer Support Groups	1	
Title VI Nutrition Programs	1	
Transportation Dial-A-Ride Fixed Route Bus	 7 2	 1

Section B-1 Population Profile:

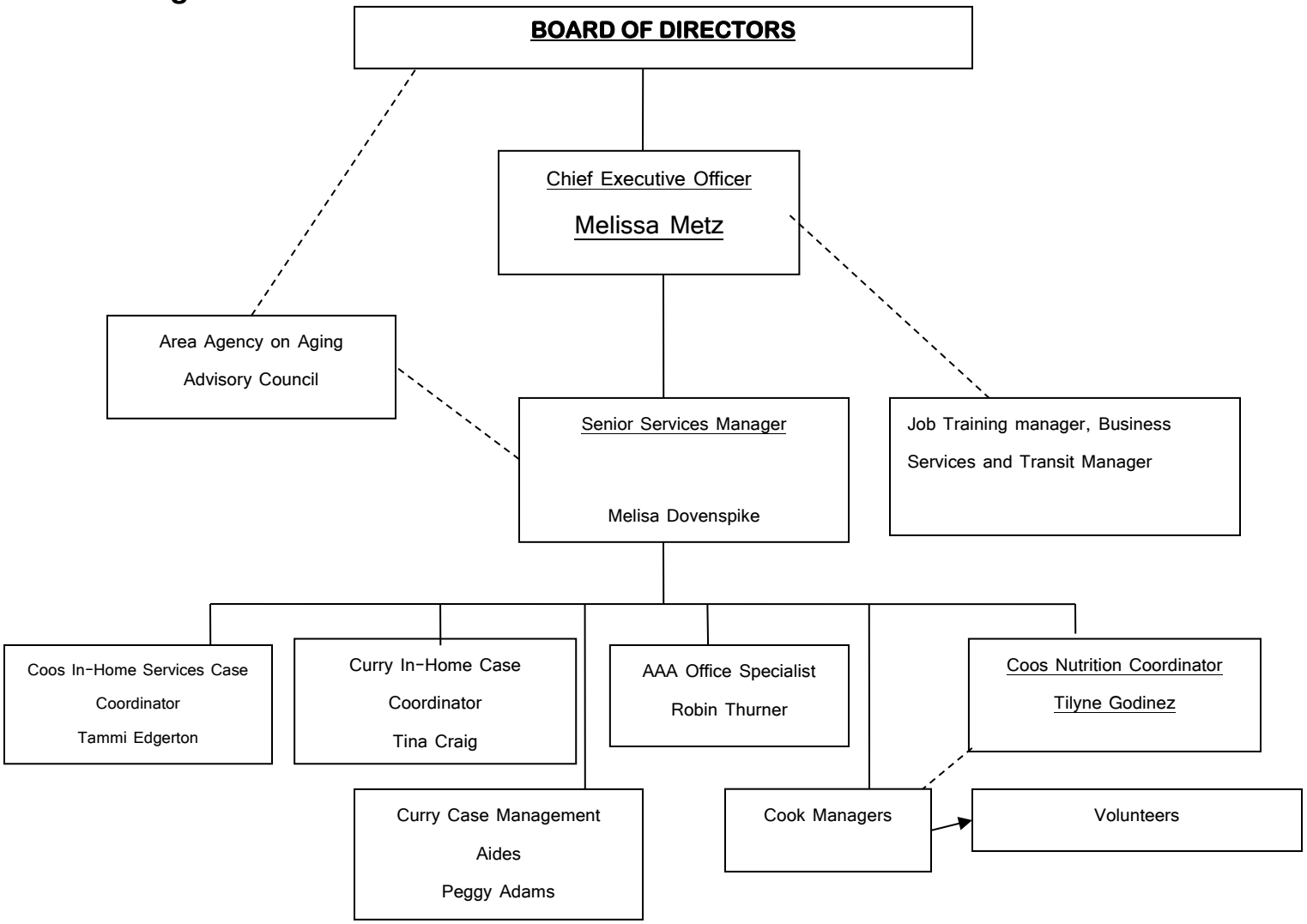
According to the demographic study data provided by DHS, there are 27,874 total persons aged 60 and over, 27,874 of whom live in rural areas (as defined by the Administration on Aging). The following data is for persons aged 65 and over 2,932 of these are low income. There are 1,139 minority persons, 243 of which are low income.

The source used is from the U.S. Census Bureau, 2015 Census. The information was tabulated by Population Research Center, Portland State University.

Characteristic	**Coos County**	**Curry County**
60 and over	19,093	8,781
Low income (65+)	2,087	845
Minority (65+)	858	281

Low income minority (65+)	212	31
Disabled (65+)	4,224	2,195
Rural	19,093	8,781
Native American Elders	83	42
Native American Tribes	Coquille Indian Tribe Confederated Tribes of Coos, Lower Umpqua & Siuslaw Indians Cow Creek Band of Umpqua Tribe of Indians	Coquille Indian Tribe Confederated Tribes of Coos, Lower Umpqua & Siuslaw Indians

Appendices A Organization Chart



Appendices G

South Coast Business Employment Corporation
Oregon Project Independence (OPI) Policies and Procedures

I. Goals

The goals of South Coast Business Employment Corporation's (SCBEC) Oregon Project Independence (OPI) program are to:

A. Promote quality of life and independent living among OLDER ADULTS and people with physical disabilities;
B. Provide preventive and long-term care services to eligible individuals to reduce the risk of institutionalization and promote self-determination;
C. Provide services to frail and vulnerable adults who are lacking or have limited access to other long-term care services; and
D. Optimize eligible individuals' personal resources and natural supports.

Eligible individuals are low-income and need service to prevent premature institutionalization and are often as frail as those qualifying for Medicaid.

II. Timely Response

The following Priorities for OPI Case Managers have been established for SCBEC. Staff schedules work to be completed as soon as possible based on these priorities. The Senior Services Manager periodically monitors for compliance:

A. <u>Priority 1</u>
1. Maintain a wait list, completing a Risk Assessment form 287j on RTZ, narrating outcome on OAccess narration.
2. Intake/Assessment - scheduled within 5 - 7 days of client's name coming up on the wait list as appropriate.
3. Reviews current and completed annually or as needed.
4. Phone Calls - Voice mail messages retrieved and prioritized daily. Urgent calls returned within the same business day. Back-up workers from either county can handle an emergency call for any other worker as needed. Breaks and lunches as scheduled.
5. See walk-in clients, assess needs, handle issues and/or make appointments and referrals.
6. Care plans - current and valid.

B. <u>Priority 2</u>
1. Intake and review paperwork completed in a timely fashion. Paperwork to include OPI Service Agreement 287I, (with client and Service Coordinator signature present), OPI fee determination (287K) completed and updated as needed, at least yearly, HCW Worker's comp agreement (354) present and completed as needed. 546N for HCW/In-home agency voucher completed and up to date. Task list 598

completed. Notice of privacy practices (MSC 2090) given to client. Information Use and Disclosure (MSC 2099) completed as needed. 4105 completed and given to the Homecare Worker (HCW) when the program is started and with any changes made in the care plan.

2. Client narration completed within three days of activity.

3. Care conferences for specific problems and concerns, community partner requests.
4. Unit Meetings.
5. Core curriculum training.
6. Non-urgent client phone calls returned within 24 hours.

C. Priority 3

1. Care conferences.
2. In-home Service Provider staffing.
3. All Staff meetings.
4. Help to resolve client issues not directly related to benefits or services provided by office.

D. Priority 4

1. Personal development training.

III. Initial and Ongoing Periodic Screening

When a possible client calls the ADRC, IA/IR staff or APD branch office and request OPI services, they are directed to the appropriate OPI Case Manager. When an ADRC or APD screener believes a client might qualify for OPI, the screener transfers the call to the OPI worker. The OPI worker completes a screening and a risk assessment.

Because OPI is not intended to replace the resources available to an individual from their own financial assets and natural support systems the OPI Case Manager makes every effort to assist applicants in utilizing other resources before bringing them onto OPI. Persons appearing to be eligible for Medicaid are so counseled and encouraged to apply. However, OPI Case Managers may approve OPI for persons eligible for Medicaid who do not wish to go on to Medicaid. People who are eligible for the Food Stamps, Qualified Medicare Beneficiary or Supplemental Low Income Medicare Beneficiary Program may also qualify for OPI.

During the annual review visit or when there is need to go out more often, the OPI Service Coordinator reassesses client needs and resources and makes referrals as appropriate including to Medicaid.

The OPI Case Manager narrates in the eligible individual's file their exploration /discussion regarding other resources including Medicaid.

IV. Eligibility

In order to qualify for OPI services, each eligible individual must meet the Eligibility Requirements in Oregon Administrative Rules (OAR) 411-032-000. People who qualify for federal Supplemental Security Income (SSI) are not eligible for OPI.

A. The OPI Case Manager meets with the applicant to complete an assessment for service eligibility including assessing the individual's needs, resources and eligibility for the program. OPI staff use the Oregon Access Client Assessment (CA/PS) assessment tool to determine client's SPL level. Clients who are at or below a level 18 are eligible for OPI as long as they meet other requirements, i.e., resources and income guidelines.

B. The OPI Case Manager, the client and the client's family, if available, work together to develop a care plan to meet the needs of the client and determine the best option for service provision. Depending on availability of OPI services and within SCBEC's budget allocations, an eligible individual may be authorized a mix of services that best meets the eligible individual's needs. The eligible individual has the primary responsibility (with Case Manager guidance) for choosing and whenever possible developing the most cost-effective service options including Home Care, Personal Care, Client-Employed Provider, Home-Delivered Meals, Chore, Assistive Technology device, Adult day services, and Service Coordination..

C. Maximum In-home Units of Service

The maximum units of in-home service per eligible individual per month will be up to five (5) hours per week of contract service, both Home Care and Personal Care, or up to ten (5) hours per week of Home Care Worker Program, within SCBEC budget limitations. This does not mean that every eligible individual will be authorized the maximum units of service. Exceptions to the maximum will be Senior Services Manager approved and will be to respond to short-term situations of no more than six weeks. Examples of short-term situations include getting out of the hospital, acute illness, etc.

1.Changes

In the event OPI is no longer a suitable program for meeting an eligible individual's needs, the eligible individual must be given every opportunity to understand why services are no longer suitable, to fully explore other family, friends, neighbors and community resources, and to understand the ramifications of the decisions she/he is making. If the eligible individual cannot understand the ramifications of her/his

decisions, conservator / guardian informed consent must be explored by the OPI Case Manager. If the eligible individual wishes to stay on OPI services, services may continue within maximum hour limitations. The Service Coordinator must clearly document in the client's file all discussions and decisions made.

Examples of situations where OPI eligible individuals should be counseled that the program may not be suitable for meeting their needs:

- Care needs increase. The eligible individual's care needs increase beyond the scope of the OPI program.

- Care plan unsafe. There is an increase in care need or a decrease in other sources of support (such as family, friends, and neighbors) and the care plan is not adequate to fill the gap.

When an eligible individual who is already receiving OPI services changes their living situation, they will be reassessed for OPI eligibility.

Eligible individuals who have not used service within a continuous 30-day time period will be reassessed for OPI eligibility and if appropriate sent a termination notice letter ten working days prior to termination telling them that they are being terminated from service along with information on how to appeal the decision. Exceptions will be staffed with the Community Living Program Manager.

2. Turnover and / or Rejection of Caregivers

Eligible individuals will be notified when they are determined eligible that their turnover and / or rejection of five providers within a three-month period may be grounds for termination of service. Eligible individuals who turnover and/or reject five providers within a three-month period, without an apparent valid reason, will be staffed with the Senior Services Manager. The Senior Services Manager will meet with the eligible individual to let them know that they may be terminated from service if they continue to turnover and / or reject providers. Eligible individuals who continue to turnover and / or reject providers after the Senior Services Manager visit will be notified in writing that their service may terminate (and that their case is being referred to the SCBEC CEO for final review). If the SCBEC CEO determines services should end, the eligible individual will be sent a notice ten working days prior to termination that their service is terminated.

CI. Service Provision

Depending on OPI allocations, a mix of services may be available to meet the eligible individual's needs. The OPI Case Manager determines and authorizes services based on each individual's financial, physical, functional, medical and social need.

CII. Prioritizing Service Delivery

a. Priorities

The OARs state that eligible individuals shall receive authorized services based on the following priorities:

1. Maintain eligible individuals already receiving authorized services as long as their condition indicates the services are needed.

2. Individuals, who will immediately be placed in an institution if needed authorized services are not provided and meet the Long-Term Care Services Priority Rules, OAR chapter 411, division 015.

3. Individuals who are probably to be placed in an institution if needed authorized services are not provided.

D. Living Within the Budget

The budget will be managed based on the above Priorities.

In times of short funding, SCBEC may choose to limit the range of services available.

When services are limited, intake will remain open to allow persons with high needs to have access to services and to add them to the OPI Client Waiting List. OPI Case Managers will continue to accept applicants for OPI service and will make sure that a Risk Assessment is completed on each person screened. They will inform all individuals of the lack of OPI funds at this time and inform them that they will be notified by the OPI Case Manager when their name has come up on the wait list and there is money to provide services to them. The OPI Case Manager will offer service coordination and will attempt to recruit local support systems for or build on existing ones. Services may be authorized on an exception basis when lack of services will present imminent risk to health or safety of the individual and no other funds or resources are available to provide for service(s). These cases will be staffed with the Senior Services Manager for approving services. The OPI Case Manager will write in the case file exception justification.

In those cases where the maximum hours allowed result in an unsafe care plan, the eligible individual will be counseled by the OPI Case Manager about his / her concerns and strongly encouraged to utilize other services in the community. The OPI Case Manager will thoroughly narrate in the eligible individual's file their discussion regarding the unsafe care plan.

OPI Case Managers will continue to stress need to pay service providers privately where income and / or resources indicate the client is financially able to do so or apply for other public funded programs.

a. Waiting List

Eligible individuals for which there is no funding available are placed on a waiting list. To determine each individual's priority on the waiting list, the OPI Case Manager determines a score using the OPI Risk Assessment Form (287j) (RTZ system). The minimum information needed for the wait list is the client's full name, address, phone number and at least the last 4 digits of the person's SSN (when individuals are willing). Individuals are placed on the list with those having the most needs having the highest priority and in descending order to those with the least needs. If two or more people score the same on the priority scale, priority will be given on a first-come-first-served basis.

DI. Denial, Reduction or Termination of Services / Appeals / Grievance Process

This procedure is designed to address and resolve eligible individual appeals related to the provision of OPI services by SCBEC. Its use is most appropriate for eligible individuals who wish to appeal SCBEC decisions which result in a reduction, termination or denial of OPI services. The following process will be used to resolve differences of opinion between an eligible individual and SCBEC.

b. Guidelines and Definitions:

i. Representation: The eligible individual may be represented at any stage in the appeal process by a representative of the client's choosing, including legal counsel. All costs related to representation shall be at the client's expense. (Free legal counsel <u>may</u> be available from: Oregon Law Center, Coos Bay Office, 455 S. 4th, Suite 5, Coos Bay, OR 97420, 541-269-1226.

ii. Written Decision: A decision, rendered at any level, shall be in writing, setting forth the decision and the reason for it. The decision shall be promptly mailed to the appealing client or representative.

iii. Time Limits: It is important that an appeal be processed as rapidly as possible. Specified time limits may, however, be extended by mutual agreement between the person who is appealing and SCBEC. If an appeal is not submitted by the eligible individual or his / her representative within the time limit established by this procedure, the appeal shall become void. If SCBEC fails to respond to a procedural step within the established time line, the eligible individual or his / her representative may proceed to the next step of the process within the specified time line for it.

iv. Definition of the term "day": A "day" shall mean a business day. If a due date falls on a weekend or an SCBEC holiday (list follows), the due date shall be the next business day.

New Year's Day	Veterans' Day
Martin Luther King, Jr. Day	Thanksgiving Day
Presidents Day	Day following Thanksgiving
Memorial Day	
Independence Day	Christmas Day
Labor Day	

When an SCBEC holiday falls on a Saturday, it will be observed on the preceding Friday. When an SCBEC holiday falls on a Sunday, it will be observed on the following Monday.

i. Notices of appeal and other written correspondence regarding appeals are to be mailed or delivered to SCBEC at the following address:

SCBEC Senior Services Manager
P. O. Box 1118
Coos Bay, OR 97420

ii. If an eligible individual requests a local appeal review, their benefits will continue during the review. Benefits will terminate immediately upon a decision that the local appeal review is in favor of SCBEC. The eligible individual must be given ten (10) days written notice of the results of the local appeal review decision. If an eligible individual requests a contested case review from Department of Human Services (DHS), their benefits will not be reinstated. In the event DHS decides against SCBEC as a result of their review, the eligible individual will be eligible for reinstatement of service at the time of DHS's decision.

iii. All Notices to Deny, Reduce or Terminate OPI Service shall be sent ten (10) working days prior to denial, reduction, or termination and include a separate page listing possible alternative services to assist the client. The notice will state something to the effect of "You may qualify for alternative services if you are denied Oregon Project independence Program services. You may

contact your OPI Case Manager to determine if you might qualify for other services, and obtain information about applying for those services." A copy of this page will placed in the eligible individual's file

c. Notice to Applicant or Eligible Individual of Decision to Deny, Reduce or Terminate OPI Service:

   i. Denial of Service: When a SCBEC OPI Case Manager determines that an applicant for OPI service will not be provided a requested service, the Case Manager shall provide to the applicant, by mail, a written notice within 10 days of this decision. This notice shall state the specific reason(s) for this decision and shall describe the applicant's appeal rights, including the deadline for submitting an appeal. (Sample letter attached.)

   ii. Reduction or Termination of Service:
      1. Involuntary Reduction or Termination: When a SCBEC OPI Case Manager determines that service to an eligible individual is to be reduced or terminated; the worker shall provide to the eligible individual, by mail, a written notice of this decision at least 10 working days prior to any service reduction or termination. This notice shall state the specific reason(s) for this decision and shall describe the eligible individual's appeal rights, including the deadline for submitting an appeal. (Sample letter attached.)

      2. Voluntary Reduction or Termination: When an eligible individual and an OPI Case Manager mutually agree that service for the eligible individual is to be reduced or terminated, this agreement shall be confirmed in the following manner: The worker shall provide to the eligible individual, by mail, a written notice of agreement at least 10 working days prior to any service level changes. This notice shall list the reason(s) for this decision and, in the event that the eligible individual has second thoughts about this action, shall describe the eligible individual's appeal rights, including the deadline for submitting an appeal. (Sample letter attached.)

   iii. Informal Problem Resolution Process (Optional): Ideally, differences of opinion between a client and SCBEC should be resolved at the lowest level possible. If the eligible individual or his/her representative wishes to avail himself/herself of this step in the SCBEC OPI Appeal Procedure, the eligible individual or representative should contact the SCBEC Case Manager SDS involved in the eligible individual's case within ten (10) days of the mailing of the notice of contemplated action which is the subject of the appeal. Within five (5) days of this contact, SCBEC OPI Case Manager shall schedule a meeting with the eligible individual and representative (if any) to attempt to reach a mutually acceptable resolution of the matter. The worker and his/her supervisor shall attend this meeting. Within five (5) days of the conclusion of this meeting, the worker shall inform the eligible individual or representative, as appropriate, of a decision regarding this matter.

   iv. Formal Appeal Process:

1. Filing an Appeal:

    a. An eligible individual or representative may file a formal appeal with SCBEC without taking advantage of the informal process described in Paragraph 3 above. If the informal process is omitted, the eligible individual or his/her representative must file a written notice of appeal with SCBEC at the address set forth in Paragraph A.5. above within ten (10) days of the mailing of the notice of contemplated action which is the subject of the appeal (see attached OPI Appeal Review Request form).

    b. If the eligible individual or representative participated in the informal appeal process described in Paragraph 3 above, he / she or representative must file a written notice of appeal with SCBEC at the address set forth in Paragraph A.5. above within ten (10) days of the mailing of the notice of the outcome of the informal process (see attached OPI Appeal Review Request form).

    c. Assistance in filing a written notice of appeal may be obtained from SCBEC. Contact SCBEC's Senior Services Program Manager (541-269-2013) for assistance. See attached Consumer Comments/Complaints form.

2. Upon the receipt of a written notice of appeal, SCBEC shall schedule an appeal review meeting. This meeting shall be scheduled within ten (10) days of the receipt of the appeal. The eligible individual and his/her representative (if any) shall be notified by mail of the date, time and location of the meeting. This notice shall contain the following additional information:

    a. The name and phone number of the SCBEC staff member to contact for additional information about the contents of the notification letter.

    b. Notification of the eligible individual's right to continue receiving OPI service while he/she is awaiting the outcome of SCBEC appeal review.

    c. Information on the eligible individual's rights at the appeal review, including the right to representation and the right to have witnesses testify on his/her behalf.

    d. Information on the eligible individual's right to seek an administrative review by DHS of the outcome of the SCBEC appeal review.

3. The appeal review meeting shall be held at the date, time and location specified in the appeal meeting notification letter. To encourage

impartiality, the review shall be conducted by the SCBEC Senior Services Program Manager.

4. Within five (5) days of the conclusion of this meeting, the SCBEC Senior Services Program Manager shall inform the eligible individual or representative, as appropriate, of a decision regarding this matter.

5. Within five (5) days of receipt of the decision, the eligible individual or his/her representative may contact the SCBEC CEO to request a review of the decision. The CEO will complete his / her review and make a final decision within five (5) days of the request. The CEO will review the written documentation and may contact/meet with the eligible individual or his/her representative with additional clarification. The CEO decision shall be binding unless the aggrieved client or his/her representative wishes to pursue this matter with the Oregon Department of Human Services (see "f" below). Regardless of whether a hearing with the Department of Human Services is pursued, if the decision of the appeal review meeting upholds SCBEC's plan to reduce or terminate OPI services, these services shall be reduced or terminated immediately).

6. The eligible individual or his/her representative who wishes to request an administrative review hearing with DHS may do so following the conclusion of SCBEC's appeal review process (see AFS 443). The hearing request should be sent to the Hearing Officer Panel, P.O. Box 14020, Salem, Oregon, 97309-4020. A copy of the hearing request should also be sent to the Department's Aging and People with Disabilities (SPD) Administrator at 500 Summer Street, N. E., Salem, OR 97310-1015.

DII. Fees for Services

At the time of intake or review, the OPI Case Manager completes an OPI Fee Determination Form (0287k) The OPI Case Manager asks the applicant how much their monthly income is from Social Security, pension, interest on savings, investments, property rentals or other income sources and enters this information on the (0287k)form. The Case Manager then asks the eligible individual what their monthly medical expenses are. This information is categorized under medicines, medical supplies, medical equipment, doctor and / or hospital bills, monthly cost of supplemental health insurance and other medical expenses. This is also documented on the (0287k). The total amount of monthly medical expenses are subtracted from the monthly income amount and entered on the form. The balance or "Net Monthly Income: is used to determine the client's OPI fee for services. The Case Manager determines the fee by using the OPI Sliding Fee Scale and taking into consideration whether the client is living in a single-person up to a four-person household. The fee amount including "0" is recorded on the (287k) which the client signs and on the SDS 546. A copy of the SDS 546 is sent to the SCBEC Senior Services Office Specialist who sets the services up in Oregon Access and posts units of service from the monthly In-home Service Provider billing, Homecare Worker report, Food and Friends Report, and Case management report.

DIII. Minimum One-time Fee

A $25.00 one-time minimum fee is applied to all individuals receiving OPI services who have adjusted income levels at or below the federal poverty level (everyone who does not pay a fee for service). The fee is due at the time eligibility for OPI service is determined.

SCBEC is opting to apply the $25.00 fee to Service Coordination services.

At the time of initial assessment, the OPI Case Manager informs the client, as appropriate, that they will be assessed a $25.00 fee and that a statement will be sent along with an envelope within the next 30 days. When the Case Manager gives the client the OPI SERVICE Agreement (0287I), it explains the $25.00 and documents that services have been authorized.

The Case Manager writes on the monthly case management report form that a $25.00 one-time fee needs to be billed. The OPI Case Manager sends the form to the Senior Services Program Office Specialist. The Office Specialist prepares and mails a letter / invoice out to the client along with a return envelope requesting a check. A follow-up letter / invoice is not mailed if the client does not pay. A client does not lose service if they do not pay the minimum one-time fee.

The Office Specialist maintains billing and payment information on a separate spreadsheet (not in the NAPIS billing system) and reports any income billed and collected to the SCBEC Finance Office on a monthly basis for inclusion on the Monthly SDS 148 Oregon Project Independence & Alzheimer's Cumulative Financial and Services Report.

DIV. Non-Payment of Fees

Each month the Office Specialist sends OPI Case Managers copies of the billing letters that have been sent to the clients. The Case Managers review the letters to check on each client's payment status. In addition, the Office Specialist contacts the Case Manager when they notice that a client is 60 days past due. The Case Managers are responsible for contacting clients who are more than sixty days in arrears in payment of fees or owe more than $20 in fees. If payment is not received within thirty days, the Case Manager will review the case with the Senior Services Program Manager to determine what action may be needed. When it is determined that fees are to be written off, the Case Manager notifies the Office Specialist in writing and the balance due is zeroed out.

DV. Monitoring and Evaluation

The Senior Services Program Manager at least annually reviews a sample of cases to review service eligibility, determination of services and fees for services are being determined appropriately. A monthly report of service expenditures is provided to OPI Case Managers for their use in staying within budget. At least once during the current in-home contract solicitation cycle, the provider is monitored to assure they are meeting contractual requirements. The Senior Services Program Manager and OPI Case Managers meet at least quarterly to review budgets, service delivery and staff issues. The Senior Services Program Manager maintains daily contact with OPI Case Managers

Approved by SCBEC Board

Sample Notice Letter to Applicant Denied OPI Service:

Date

Applicant's Name and Address

On __(insert date)___ you applied to South Coast Business Employment Corporation's (SCBEC)Senior Services Program for ____(insert name of service)____. I have determined that your request for service is denied for the following reasons: _____(insert reasons for denial, including reference to SCBEC policy, state or federal rule)_____.

If you feel that this decision has been made in error, you may appeal this decision in one of the following ways:

1. Informal Approach (optional): You may contact me within ten (10) business days of the date of this notice. If you use this approach, within five business days of your call to me, I will schedule a meeting with you to discuss this decision and to try to resolve it in a way that is agreeable to both of us. (If you choose to use this approach, you will still be able to file a formal appeal under #2 below.)
2. Formal Approach: You may file a written appeal within ten (10) business days of the date of this notice (see attached OPI Appeal Review Request form). Your appeal is to be submitted to: SCBEC Senior Services Program Manager, PO Box 1118, Coos Bay, OR 97420. If you use this approach, SCBEC will schedule an appeal review meeting within ten business days of receiving your appeal. You and your representative, if any, will be notified in writing of the date, time and location of this meeting. Your rights at this meeting will be set forth in the meeting notice.

If you have questions regarding this notice of service denial, please contact me.

Sincerely,

____(Worker Name)_____ ___(Phone #)_____

Sample Notice Letter to Client whose Service is to be Reduced or Terminated:

Date

Client's Name and Address

You are currently receiving ____(insert name of service)____ from South Coast Business Employment Corporation's Senior Services Program (SCBEC). I have determined that your service will be: (check appropriate line)

____ Reduced from _(current level of service)__ to _(new level of service)__ on __(date)___.
____ Terminated on __(date)___.

The reason for this decision is as follows: _____(insert reason(s) for service reduction or termination, including reference to SCBEC policy, state or federal rule)_____.

If you feel that this decision has been made in error, you may appeal this decision in one of the following ways:

1. Informal Approach (optional): You may contact me within ten (10) business days of the date of this notice. If you use this approach, within five business days of your call to me, I will schedule a meeting with you to discuss this decision and to try to resolve it in a way that is agreeable to both of us. (If you choose to use this approach, you will still be able to file a formal appeal under #2 below.)
2. Formal Approach: You may file a written appeal within ten (10) business days of the date of this notice (see attached OPI Appeal Review Request form). Your appeal is to be submitted to: SCBEC Senior Services Program Manager, PO Box 1118, Coos Bay, OR 97420. If you use this approach, SCBEC will schedule an appeal review meeting within ten business days of receiving your appeal. You and your representative, if any, will be notified in writing of the date, time and location of this meeting. Your rights at this meeting will be set forth in the meeting notice.

If you appeal the decision to reduce or terminate your service, you will continue to receive this service until the outcome of your formal appeal is known.

If you have questions regarding this notice of service denial, please contact me.

Sincerely,

____(Worker Name)_____ ___(Phone #)_____

Sample Notice Letter to Client who Agrees with the Decision to Reduce or Terminate Service:

Date

Client's Name and Address

This is to confirm that you and I recently agreed that the __(insert name of service)____ service which you are currently receiving from South Coast Business Employment Corporation's Senior Services Program (SCBEC), will be reduced or terminated, as follows: (check appropriate line)

____ Reduced from _(current level of service)__ to _(new level of service)__ on __(date)___.

____ Terminated on __(date)___.

The reason for this agreement is as follows: _____(insert reason(s) for service reduction or termination, including reference to SCBEC policy, state or federal rule)_____.

If you feel that this agreement was made in error, you may appeal this decision in one of the following ways:

1. Informal Approach (optional): You may contact me within ten (10) business days of the date of this notice. If you use this approach, within five business days of your call to me, I will schedule a meeting with you to discuss this decision and to try to resolve it in a way that is agreeable to both of us. (If you choose to use this approach, you will still be able to file a formal appeal under #2 below.)
2. Formal Approach: You may file a written appeal within ten (10) business days of the date of this notice (see attached OPI Appeal Review Request form). Your appeal is to be submitted to: SCBEC Senior Services Program Manager, PO Box 1118, Coos Bay, OR 97420. If you use this approach, SCBEC will schedule an appeal review meeting within ten business days of receiving your appeal. You and your representative, if any, will be notified in writing of the date, time and location of this meeting. Your rights at this meeting will be set forth in the meeting notice.

If you appeal the agreement to reduce or terminate your service, you will continue to receive this service until the outcome of your formal appeal is known.

If you have questions regarding this notice of service denial, please contact me.

Sincerely,

____(Worker Name)_____ ___(Phone #)_____

OPI APPEAL REVIEW REQUEST

South Coast Business Employment Corporation's Senior Services Program

Requestor's Name:	
Address/City/State/Zip:	Phone:
Social Security Number:	Date:
The Name of My Lawyer or Representative:	
Representative's Address/City/State/Zip:	Representative's Phone:

I am asking for an appeal review because I do not agree with the decision to:

[ ] Deny [ ] Reduce [ ] Terminate my benefits

Briefly explain what the decision was and why you disagree with it.

_____

_____

_____

_____

_____

_____

_____

_____

_____

Requestor's Signature:

Return this form to: SCBEC Senior Services Program Manager, PO 1118, Coos Bay, OR 97420

OPI ELIGIBLE INDIVIDUAL WAITING LIST PRIORITY SCALE

_____

1. (+2) _____

2. (+2) _____

3. (-1) _____

4. (-1) _____

5. (-1) _____

7.

(-1) _____

(-1) _____

8. (-1) _____

9. (-2) _____

USE FORM 287J on the RTZ program

Also Use the HCW Workers' Comp agreement (354) as needed, 546N for HCW/In-home agency voucher for services, (SDS 598) Task list as needed, and give the client a copy of the MSC 2090 privacy Practices, Information Use and Information Use and disclosure MSC 2099 as needed

SERVICE MATRIX and DELIVERY METHOD

Instruction: Indicate all services provided, method of service delivery and funding source. (The list below is sorted numerically by service matrix number.)

☒ **#1 Personal Care** (by agency)

Funding Source: ☒OAA ☒OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#1a Personal Care** (by HCW) Funding Source: ☐OAA ☒OPI ☐Other Cash Funds

☐ **#2 Homemaker** (by agency)

Funding Source: ☐OAA ☒OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#2a Homemaker** (by HCW) Funding Source: ☐OAA ☒OPI ☐Other Cash Funds

☐ **#3 Chore** (by agency)

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#3a Chore** (by HCW) Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☒ **#4 Home-Delivered Meal**

Funding Source: ☒OAA ☒OPI ☐Other Cash Funds

☒Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):
Gold Beach Senior Center, PO Box 1277, Gold Beach OR 97444
Chetco Activity Center, Inc., PO Box 1444, Brookings OR 97415
North Bend School Dist. 1913 Meade St, North Bend OR 97459
Note if contractor is a "for profit agency"

☒ **#5 Adult Day Care/Adult Day Health**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☒Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):
Chetco Activity Center, Inc. PO Box 1444, Brookings OR 97415
Note if contractor is a "for profit agency"

☒ **#6 Case Management**

Funding Source: ☒OAA ☒OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#7 Congregate Meal**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☒Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):
Gold Beach Senior Center, PO Box 1277, Gold Beach OR 97444
Chetco Activity Center, Inc., PO Box 1444, Brookings OR 97415
North Bend School Dist. 1913 Meade St, North Bend OR 97459
Note if contractor is a "for profit agency"

☐ **#8 Nutrition Counseling**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#9 Assisted Transportation**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☒Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):
Yellow Cab, 2756 Woodland Drive, Coos Bay, OR 97420 a for profit agency
Note if contractor is a "for profit agency"

☒ **#10 Transportation**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☒Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):
Yellow Cab, 2756 Woodland Drive, Coos Bay, OR 97420 a for profit agency
Coos County Area Transit, 2810 Ocean Blvd, Coos Bay, OR 97420
Curry Public Transit, PO Box 1771, Brookings OR 97415
Note if contractor is a "for profit agency"

☒ **#11 Legal Assistance**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☒Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):
Oregon Law Center, PO Box 1098, Coos Bay OR 97420
Note if contractor is a "for profit agency"

☒ **#12 Nutrition Education**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#13 Information & Assistance**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#14 Outreach**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#15/15a Information for Caregivers**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#16/16a Caregiver Access Assistance**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#20-2 Advocacy**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#20-3 Program Coordination & Development**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#30-1 Home Repair/Modification**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#30-4 Respite Care (IIIB/OPI)**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☒Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):
Chetco Activity Center, Inc., PO Box 1444, Brookings OR 97415
Note if contractor is a "for profit agency"

☒ **#30-5/30-5a Caregiver Respite**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#30-6/30-6a Caregiver Support Groups**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☒Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):
Organize It, Charlotte Luther, PO Box 264, Coos Bay OR 97420, ckluther@hotmail.com
Note if contractor is a "for profit agency"

☒ **#30-7/30-7a Caregiver Supplemental Services**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ #**40-2 Physical Activity and Falls Prevention**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☒Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):
Just for You Integrative Health, 510 Lockhard St, North Bend OR 97459
Note if contractor is a "for profit agency"

☐ #**40-3 Preventive Screening, Counseling and Referral**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ #**40-4 Mental Health Screening and Referral**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ #**40-5 Health & Medical Equipment**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ #**40-8 Registered Nurse Services**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ #**40-9 Medication Management**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ #**50-1 Guardianship/Conservatorship**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ #**50-3 Elder Abuse Awareness and Prevention**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☒Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):
Oregon Law Center, PO Box 1098, Coos Bay OR 97420
Note if contractor is a "for profit agency"

☐ #**50-4 Crime Prevention/Home Safety**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ #**50-5 Long Term Care Ombudsman**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#60-1 Recreation**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#60-3 Reassurance**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#60-4 Volunteer Recruitment**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#60-5 Interpreting/Translation**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#70-2 Options Counseling**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ #**70-2a/70-2b Caregiver Counseling**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ #**70-5 Newsletter**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ #**70-8 Fee-based Case Management**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ #**70-9/70-9a Caregiver Training**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☒Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):
Organize It, Charlotte Luther, PO Box 264, Coos Bay OR 97420, ckluther@hotmail.com
Note if contractor is a "for profit agency"

☒ #**70-10 Public Outreach/Education**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#71 Chronic Disease Prevention, Management/Education**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):
Curry Community Health, PO Box 810, Gold Beach OR 97444
Note if contractor is a "for profit agency"

☐ **#72 Cash and Counseling**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#73/73a Caregiver Cash and Counseling**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#80-1 Senior Center Assistance**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#80-4 Financial Assistance**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☐ **#80-5 Money Management**

Funding Source: ☐OAA ☐OPI ☐Other Cash Funds

☐Contracted ☐Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"

☒ **#90-1 Volunteer Services**

Funding Source: ☒OAA ☐OPI ☐Other Cash Funds

☐Contracted ☒Self-provided

Contractor name and address (List all if multiple contractors):

Note if contractor is a "for profit agency"