



# **Bexar AAA Area Plan FFY 2024 – FFY 2026**

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**As Required by  
Older Americans Act, As Amended in  
2020: Section 306, Area Plans**

**Approved by HHSC Office of Area  
Agencies on Aging  
Effective October 2023**

# Table of Contents

<b>Section 1. Executive Summary .....</b>	<b>4</b>
<b>Section 2. Mission and Vision Statements .....</b>	<b>5</b>
Mission .....	5
Vision .....	5
<b>Section 3. Board of Directors/Governing Body/Executive Committee .....</b>	<b>6</b>
Membership Composition .....	6
Frequency of Meetings.....	6
Officer Selection Schedule.....	7
Current Officers.....	7
<b>Section 4. Advisory Council .....</b>	<b>8</b>
Council Composition.....	8
Frequency of Meetings.....	9
Member Selection Schedule.....	9
Advisory Council Members.....	11
<b>Section 5. Agency Description and PSA Profile.....</b>	<b>14</b>
Identification of Counties and Major Communities .....	14
Socio-Demographic and Economic Factors .....	15
Economic and Social Resources.....	16
Description of Service System .....	17
Focal Points .....	18
Role in Interagency Collaborative Efforts .....	21
<b>Section 6. Preparedness Assessment .....</b>	<b>22</b>
Projected Population Changes.....	22
Analysis of Population Changes .....	23
Capacity Building .....	25
SWOT Analysis .....	27
Stakeholder and Public Input (Statewide) .....	29
<b>Section 7. Outreach.....</b>	<b>31</b>
Strategy Effectiveness and Best Practices .....	31
Targeted Outreach Plan .....	33
Targeting Report .....	36
<b>Section 8. Goals, Objectives, Strategies .....</b>	<b>37</b>
<b>Key Topic Area 1: OAA Core Programs .....</b>	<b>38</b>
State Goal 1 .....	38
<b>Key Topic Area 2: COVID-19 .....</b>	<b>50</b>

State Goal 2 .....	50
<b>Key Topic Area 3: Equity .....</b>	<b>58</b>
State Goal 3 .....	58
<b>Key Topic Area 4: Expanding Access to Home and Community Based Services .....</b>	<b>64</b>
State Goal 4 .....	64
<b>Key Topic Area 5: Caregiving .....</b>	<b>68</b>
State Goal 5 .....	68
<b>Section 9. Performance Measures .....</b>	<b>73</b>
<b>Section 10. Summary of Services .....</b>	<b>75</b>
Provided Services .....	75
Service Delivery Narratives .....	78
<b>Section 11. Direct Service Waiver .....</b>	<b>105</b>
Direct Service Waiver Form 1 .....	106
<b>Section 12. Data Use Agreement.....</b>	<b>108</b>
<b>Section 13. Disaster Plan .....</b>	<b>109</b>
Aging Services Disaster Plan.....	109

## Section 1. Executive Summary

The Bexar Area Agency on Aging (BAAA), part of a nationwide network established by the Older Americans Act of 1965, develops an area plan for the provision of supportive services to older Americans. The BAAA, under the Alamo Area Council of Governments, offers services such as in-home care, legal assistance, and multigenerational programs like the Senior Companion Program.

BAAA is committed to creating a community that supports older residents, allowing them to age with dignity, security, and improved quality of life. It plans and supports contract services for older adults across Bexar County.

The Aging and Disability Resource Center (ADRC) under AACOG provides information and referrals to older adults, veterans, and adults with disabilities. The Bexar ADRC collaborates with the Alamo ADRC to form the Alamo Service Connection, which fields some of the highest call volumes in the state.

BAAA, following the Texas Area PSA, strategically aligns resources and community partners to offer essential services to older adults in the county, including transportation, health services, outreach, and legal assistance. This plan aligns with the state's plan to provide targeted outreach and services to older adults.

More than 862,537 older adults in the county received services from BAAA in the program year 2021-2022 and over \$ 12.2 million of the allotted budget was spent providing services to older adults.

In developing the Area Plan, the following needs were considered:

1. Information and Access
2. Provision of medical and home and community-based services
3. Health and Wellness
4. Prevention and protection of older adults from abuse, neglect, and exploitation
5. Community level collaboration

The BAAA also provides written assurances in this Area Plan as guided by the Administration for Community Living that address the identification of economic and social need among the county's older population.

## Section 2. Mission and Vision Statements

Legal Reference: 45 CFR 1321.53

### **Mission**

The Bexar Area Agency on Aging strives to enhance the quality of life and well-being of older adults in Bexar County by developing and implementing a comprehensive area plan, which details our ability to promote healthy aging, social connectivity, and economic security through innovative programs and services while advocating for equity, dignity, and the rights of older adults.

### **Vision**

To provide and ensure availability of high quality, efficient, community services for older adults in Bexar County that promote older adults' ability to maintain their independence and dignity, live in their homes and communities for as long as possible, and improve their quality of life.

## **Section 3. Board of Directors/Governing Body/Executive Committee**

### **Membership Composition**

The Alamo Area Council of Governments (AACOG) is made up of representatives of AACOG's member governments. The Board of Directors, the governing body of AACOG, meets once a month, usually on the fourth Wednesday; however, meetings are convened as needed. Standing and advisory committees meet on a monthly, bimonthly, quarterly, or annual basis. All meetings are open to the public and accessible to people with disabilities.

The Board of Directors (the Board) shall be composed of members elected or appointed by the membership within the areas specified in Bylaws and shall be elected or appointed as may be determined by each Council member in the following manner:

### **Frequency of Meetings**

The AACOG Board meets the fourth Wednesday of every month at 10 a.m. Meeting agendas are posted in accordance with the Texas Open Meetings Act and include all business that the Board of Directors will discuss and vote upon. The Board shall hold regular and/or special meetings at such times and places as it may determine and said meetings shall be open to the public. Meetings shall be held monthly at the Council's main office located in San Antonio, Texas, unless otherwise determined by the Board.

Special meetings of the Board may be called by the Chair or upon the written request of twenty percent (20%) of the members of the Board for the purpose of transacting any business specified in the call. The call for a special meeting must be in writing and mailed to each Director at least five days before such a meeting.

There shall be an annual meeting of the Council at a time and place to be determined by the Board. Normally this meeting shall be held during the month of December, as herein described, and shall constitute one of the Board's normal monthly meetings.

## **Officer Selection Schedule**

On an annual basis or as needed to fill a vacancy in the position of Chair or Vice Chair, a nominating committee composed of the current and former Chairs of the Board, shall meet and review the current membership of the Board and recommend to the Board a Chair and Vice-Chair for the upcoming calendar year. The Board may also consider nominations from the floor in addition to the recommendations from the nominating committee.

## **Current Officers**

- Chair: Honorable James E. Teal. McMullen County Judge. Term: January 1, 2023 – December 31, 2023
- Vice Chair: Honorable Rob Kelly. Kerr County Judge. Term: January 1, 2023 – December 31, 2023

## Section 4. Advisory Council

Legal References: 45 CFR 1321.57; OAA 2020 306(a)(6)(D)

### Council Composition

The Members of Bexar Senior Advisory Council (BSAC) shall consist of persons who are residents of Bexar County. BSAC will be comprised of a maximum of 30 Members. A goal of fifty percent (50%) of the Members shall be 60 years of age or older, and the goal would be to include minority Members represented in proportion to their numbers in the Public Service Area (PSA). There are three categories of membership:

- (1.) **APPOINTEES**: three seats will be filled by appointed Members as follows: (1) a representative nominated by the City/County Joint Commission for Elderly Affairs; (2) a local elected official, and (3) a Texas Silver-Haired Legislative official;
- (2) **PROVIDER REPRESENTATIVES**: representatives of Veterans, health care provider organizations (including providers of veterans' healthcare, if appropriate), and supportive services provider organizations; and
- (3.) **AT LARGE REPRESENTATIVES**: those of greatest economic and social need and clients of services funded by the Area Agency on Aging. As a goal, BSAC membership would include representatives of older persons, and persons with leadership experience in the private and voluntary sectors.

### Members by Category

In Table 1. below, enter the number of council members in the PSA who represent each category listed. A council member may be counted in more than one category.

**Table 1. Advisory Council Members by Category**

Category	Number of Members
Older Individuals Residing in Rural Areas	0
Clients of Title III Services	3



<b>Category</b>	<b>Number of Members</b>
<b>Older Individuals</b>	11
<b>Minority Older Individuals who Participate or are Eligible to Participate in OAA Programs</b>	1
<b>Local Elected Officials</b>	1
<b>General Public</b>	18
<b>Veterans' Health Care Providers, if applicable</b>	3
<b>Service Providers</b>	9
<b>Family Caregivers of Older Individuals who are Minority or who Reside in Rural Areas</b>	0
<b>Business Community Representatives</b>	9
<b>Representatives of Older Individuals</b>	11
<b>Representatives of Health Care Provider Organizations</b>	6
<b>People with Leadership Experience in the Private and Voluntary Sector</b>	16
<b>Representatives of Supportive Services Provider Organizations</b>	9

## **Frequency of Meetings**

BSAC will meet a minimum of six (6) times per year as determined by the Chair. Meetings of the BSAC are open meetings in accordance with the Texas Open Meetings Act (TOMA). Written notice of all meetings shall be sent five (5) business days prior to the date of the meeting, Special meetings shall be held whenever called by BSAC Chair or upon written request of at least one-third of the voting membership, or by the Executive Director of the Alamo Area Council of Governments. Notice of such meeting shall be the same as for regular meetings except that only three (3) days' notice will be required. All communications shall, where practical, be conducted by means of the regular U.S. Postal Service or electronically. Lack of receipt of such U.S. Postal Service shall not void or negate otherwise legitimate action of BSAC.

## **Member Selection Schedule**

Provider and At-Large Members will serve a three-year term beginning on January 1 of the year following their appointment. Any Member fulfilling an unexpired term may be eligible for nomination to their own first three-year term. Members may

apply for an additional term subject to approval of BSAC and the AACOG Board of Directors. After two consecutive three-year terms, the representative must sit out for at least one year (or serve in an Alternate Member position) before reapplying as a Member. The Appointee Members (local Elected Official, City/County Joint Commission on Elderly Affairs Representative and the Texas Silver Haired Legislative Representative) will be exempt from term limitations if they remain Members in good standing.

# Advisory Council Members

**Table 2. BAAA Advisory Council Members**

<b>Name</b>	<b>Occupation or Organization or Affiliation</b>	<b>County of Residence</b>	<b>Member Since</b>	<b>Current Office Term</b>
Barbara Aydlett	Retired RN	Bexar	2022	01/2022-12/2024
Brett Bonney	Evolve Health & Patient Advocacy Consultants	Bexar	2021	01/2021-12/2023
Fernanda Cardenas	Executive Director, The Gonzaba Foundation	Bexar	2021	01/2021-12/2023 Officer: Vice Chair, 2 <sup>nd</sup> Term 01/2023-12/2023
Chris Cortina	Business Office Manager (Palliative Care)	Bexar	2023	01/2023-12/2023
Stella Cruickshank	Clinical Social Worker, Dept. of Veterans Affairs	Bexar	2023	01/2023-12/2025
Chris Dawkins	Chair, City/County Joint Commission on Elderly Affairs	Bexar	2022	01/2022-12/2024
Brenda Dever-Armstrong	CEO/Owner, The Next Horizon Seniors & Military (Veterans/Spouses) Advocate/Locator	Bexar	2009	01/2022-12/2024
Vinsen Faris	Meals on Wheels San Antonio	Bexar	2023	01/2023-12/2024

<b>Name</b>	<b>Occupation or Organization or Affiliation</b>	<b>County of Residence</b>	<b>Member Since</b>	<b>Current Office Term</b>
Edwina Glick	Retired Executive Assistant	Bexar	2019	01/2022-12/2024
Darryl Greer	Senior Planet from AARP	Bexar	2021	01/2022-12/2024
Doris Griffin	City/County Joint Commission on Elderly Affairs	Bexar	2011	01/2022-12/2024
Nancy O. Hardin	Retired	Bexar	2017	01/2023-12/2025
Larry Johnson	Member of American Council of the Blind of Texas	Bexar	2021	01/2021-12/2023
Jim Jonson	Retired	Bexar	2014	01/2022-12/2024
Pamela Lloyd	Retired	Bexar	2022	01/2023-12/2025
Ryan McGuire	Griswold Home Care	Bexar	2018	01/2021-12/2023 Officer: Chair, 2 <sup>nd</sup> Term 01/2023-12/2023
Sen. Jose Menendez	Texas Senate	Bexar	2020	01/2022-12/2024
Beth Nixon	Owner, Graceful Guidance	Bexar	2011	01/2023-12/2025
Jane Paccione	San Antonio Area Foundation	Bexar	2021	01/2021-12/2023
Janice Penner	Retired LCSW	Bexar	2014	01/2023-12/2025
Yolanda Perez	City of San Antonio Human Services	Bexar	2018	01/2022-12/2024 Officer: Secretary, 1 <sup>st</sup> Term 01/2023-12/2023

<b>Name</b>	<b>Occupation or Organization or Affiliation</b>	<b>County of Residence</b>	<b>Member Since</b>	<b>Current Office Term</b>
Jill Piazzi	Aging Life Care Manager	Bexar	2020	01/2022-12/2024
Cynthia Romo	The Brokerage Inc.	Bexar	2019	01/2023-12/2025
Brenda Schmachtenberger	Executive Director, San Antonio Oasis	Bexar	2011	01/2023-12/2025
Dianne Teran	LMSW, Alzheimer's Association	Bexar	2020	01/2021-12/2023
Jerry Tyson	Texas Silver Haired Legislature	Bexar	2020	01/2021-12/2023
Cathy Valdez	Project MEND	Bexar	2021	01/2023-12/2025

## Section 5. Agency Description and PSA Profile

Legal References: 45 CFR 1321.53; OAA 2020 306(a)(3), 306(a)(4), 306(a)(5) and 306(a)(12); 26 TAC 213.1

### Identification of Counties and Major Communities

AACOG is the host to the Bexar Area Agency on Aging (BAAA). Local governments organized AACOG as a regional planning commission in 1967, under Chapter 391 of the Local Government Code. AACOG is defined as a political subdivision of the state and is authorized to plan, assist, and deliver local government with public services. However, it has no power to tax or regulate. AACOG is a voluntary association of cities and special government districts.

The AACOG Region comprises 12 counties (Atascosa, Bandera, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, McMullen, Medina, and Wilson), in addition to the urbanized Bexar County. The San Antonio Metropolitan Statistical Area (MSA) encompasses eight of the thirteen counties: Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina, and Wilson. The BAAA also serves all of Bexar County.

## **Socio-Demographic and Economic Factors**

Bexar County is located in the south-central region of Texas, with a population of approximately 2 million people. The county's population is diverse and includes individuals of different races, ethnicities, ages, and economic backgrounds.

According to the US Census Bureau's American Community Survey, the median age of Bexar County's population was 34.8 years in 2020. The county has a slightly higher percentage of females (51.2%) than males (48.8%). The racial and ethnic composition of Bexar County's population is 59.9% Hispanic or Latino, 29.1% White, 7.3% Black or African American, and 3.7% Asian.

In terms of the economic conditions of the county, the median household income in Bexar County was \$62,840 in 2020, slightly below the state average of \$68,308. The poverty rate in Bexar County was 13.7%, which is higher than the state average of 12.7%.

The county has a significant population of seniors, with approximately 12.9% of the population aged 65 and over. The county provides a variety of services and programs to enhance the quality of life for seniors, including recreational programs, health and wellness services, transportation assistance, and meal delivery services.

For example, the BAAA offers a variety of programs and services to help seniors remain independent and active in their communities. These programs include health and wellness classes, meal delivery services, caregiver support, and transportation assistance. Additionally, the county has several senior centers that offer recreational activities, social events, and educational programs.

## **Economic and Social Resources**

Bexar County, Texas, has several economic and social resources available for its residents, including older individuals. The county has a vibrant economy with several major industries, including healthcare, military, and education. There are several colleges and universities in the county. It also has a thriving arts community, including several museums, galleries, and theaters. The tourism industry is also a significant contributor to the county's economy, with several major attractions.

The BAAA provides a variety of programs and services to older individuals in the county. These services include health and wellness programs, caregiver support, meal delivery services, transportation assistance, and legal services. The BAAA has partnered with several organizations and agencies to enhance its services, including the City of San Antonio and the Texas Department of Health and Human Services.

Additionally, the BAAA has received additional funding and in-kind resources to enhance its services. For example, the BAAA has received grants from the federal government, private foundations, and corporations to fund specific programs and services. The BAAA has also received in-kind resources, such as donated vehicles and office equipment, to support its operations.

The economic and social resources in the Bexar County Planning and Service Area (PSA) vary across the region. While San Antonio is the largest city in the PSA and has many amenities and attractions, other areas within the PSA may have fewer resources. The BAAA has worked to address disparities by providing mobile services, such as mobile health clinics and meal delivery services, to individuals in these areas.



## Description of Service System

The following description of programs and services available in Bexar County is presented in a format that begins with community-based services and progresses towards more restrictive services, such as Ombudsman and Long-Term Care, and institutionalization.

BAAA manages OAA Federal funds to deliver community-based services to people 60 years of age and older, adults with disabilities, their family caregivers, and grandparents 55 years of age and older who are raising grandchildren. Some of the services provided with OAA funding in Bexar County include home-delivered meals, transportation, health promotion, and disease prevention programs, caregiver support, and legal assistance. Additionally, the county provides case management services to older adults who require assistance in accessing services and resources.

Because a substantial number of older adults in Bexar County have limited English proficiency, staffing requirements may include bilingual staff members who are proficient in the language(s) spoken by these populations. Additionally, outreach and counseling services may need to be provided in a culturally sensitive manner, taking into account the unique needs and preferences of these populations. HHS may provide guidance and training to organizations receiving OAA funding to ensure that services are delivered in a culturally appropriate manner.

# Focal Points

**Table 3. Focal Points in the Planning and Service Area**

<b>Community Served</b>	<b>Name and Address of Focal Point</b>	<b>Services Provided</b>	<b>Services Coordinated with Other Agencies</b>
<b>San Antonio District 1</b>	West End Park 1226 NW 18 <sup>th</sup> St. San Antonio TX 78207 210.207.1720	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, San Antonio Food Bank
<b>San Antonio District 2</b>	District 2 Senior Center 1751 S. WW White Road San Antonio TX 78220 210.207.5390	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, San Antonio Food Bank
<b>San Antonio District 3</b>	South Side Lions Senior Center 3303 Pecan Valley Dr. San Antonio TX 78210 210.207.1760	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, San Antonio Food Bank
<b>San Antonio District 4</b>	South San Senior Center 503 Lovett Ave San Antonio TX 78211 210.924.4691	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, San Antonio Food Bank
<b>San Antonio District 4</b>	Willie Cortez Senior Center 5512 SW Military Dr. San Antonio TX 78242 210.207.5294	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, and San Antonio Food Bank

<b>Community Served</b>	<b>Name and Address of Focal Point</b>	<b>Services Provided</b>	<b>Services Coordinated with Other Agencies</b>
<b>San Antonio District 5</b>	District 5 Senior Center 2701 S. Presa San Antonio TX 78210 210.207.5270	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, and San Antonio Food Bank
<b>San Antonio District 5</b>	Normoyle Senior Center 700 Culberson San Antonio TX 78211 210.207.5650	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, and San Antonio Food Bank
<b>San Antonio District 6</b>	Alicia Trevino Lopez Senior Center 8353 Culebra Rd San Antonio TX 78251 210.558.0178	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, and San Antonio Food Bank
<b>San Antonio District 7</b>	Doris Griffin Senior One Stop Center 6157 NW Loop 410 San Antonio TX 78238 210.780.7444	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, and San Antonio Food Bank
<b>San Antonio District 8</b>	Bob Ross Senior Center 2219 Babcock San Antonio TX 78229 210.207.5300	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, and San Antonio Food Bank
<b>San Antonio District 9</b>	Walker Ranch Senior Center 835 W. Rhapsody Dr. San Antonio TX 78216 210.207-5280	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, and San Antonio Food Bank

<b>Community Served</b>	<b>Name and Address of Focal Point</b>	<b>Services Provided</b>	<b>Services Coordinated with Other Agencies</b>
<b>San Antonio District 10</b>	Northeast Senior Center 4135 Thousand Oaks San Antonio TX 78247 210.207.4590	Nutrition, Information and referral, transportation, and health and wellness socialization activities	HHSC, BAAA, Meals on Wheels, and San Antonio Food Bank
<b>Bexar County</b>	Meals on Wheels San Antonio 2718 Danbury St. San Antonio TX 78217	Home Delivered Meals, Wellness Checks, companionship, and Alzheimer's care	HHSC, CoSA, San Antonio Food Bank, and BAAA

## **Role in Interagency Collaborative Efforts**

The Bexar Area Agency on Aging (BAAA) promotes the welfare and interests of older adults in their respective communities. Its role in advocating for older adults includes coordinating and participating in interagency collaborative efforts, such as coordination with community mental health providers or disability organizations.

Through interagency collaboration, the BAAA can effectively identify the needs of older adults and develop strategies to address those needs. BAAA's close work with community mental health providers and disability organizations ensures that older adults receive the services they need to maintain their quality of life.

The BAAA also undertakes special initiatives to improve services and the quality of life for older adults and caregivers.

Intergenerational partnership activities and volunteer initiatives are important components of the BAAA's efforts to improve services and the quality of life for older adults. The BAAA works with volunteers to provide services such as home-delivered meals, transportation, and companionship. These volunteer initiatives not only benefit older adults but also provide opportunities for younger individuals to connect with and learn from their elders.

The Alamo Service Connections (ASC) is the public face of BAAA and utilizes an extensive database with information about Medicare, Social Security, legal aid, housing assistance, home repairs, residential support services, assistance with household expenses, and access to transportation services. The ASC processes referrals and completes intakes for many direct client services.

In summary, the BAAA plays a vital role in advocating for older adults by coordinating and participating in interagency collaborative efforts, undertaking special initiatives to improve services and the quality of life, engaging in intergenerational partnership activities and volunteer initiatives, and collaborating with other organizations to effectively utilize resources and avoid duplication.

## Section 6. Preparedness Assessment

Legal Reference: OAA 2020 306(b)

### Projected Population Changes

According to the United States Census Bureau's population projections, the number of older adults in Bexar County, Texas, is expected to increase significantly between 2025 and 2035. In 2025, it is estimated that there will be approximately 197,000 individuals aged 65 and older in the county. By 2035, this number is projected to increase to approximately 316,000, representing a 60% increase over the 10-year period.

Furthermore, the Census Bureau's data shows that the proportion of older adults in Bexar County's total population is also expected to increase during this time period. In 2025, it is projected that individuals aged 65 and older will make up approximately 12.9% of the county's total population. By 2035, this proportion is expected to increase to approximately 16.4%.

This significant increase in the number and proportion of older adults in Bexar County is likely to have significant impacts on the county's social and economic landscape, including increased demand for healthcare services and changes in the workforce. It is essential for policymakers and community leaders to take these demographic trends into account when planning for the future.

## Analysis of Population Changes

1. Population Change in Bexar County, Texas: The population change in Bexar County is expected to have varying impacts on different groups of older adults, particularly those with low incomes, the greatest economic need, minority older adults, those residing in underserved areas, and those with limited English proficiency.
  - A. Individuals with low incomes and the greatest economic need: With population growth, housing and healthcare costs may increase, putting a strain on individuals with low incomes and the greatest economic need. These individuals may find it challenging to access affordable housing and healthcare services.
  - B. Minority older adults: Bexar County is a diverse area, with a significant minority population. As the population changes, minority older adults may face challenges in accessing culturally sensitive healthcare and support services.
  - C. Older adults residing in underserved areas: Bexar County has several rural areas, and these areas may not have access to the same level of healthcare services and support as urban areas. With population growth, these individuals may face additional challenges in accessing essential services.
  - D. Older adults with limited English proficiency: With an increasing population, there may be an influx of individuals with limited English proficiency. Older adults with limited English proficiency may face language barriers when accessing healthcare and support services, making it challenging for them to receive the care they need.
2. Improving Programs, Policies, and Services provided by BAAA: The BAAA can improve its programs, policies, and services to meet the needs of the changing population of older adults in Bexar County. We intend to seek strategies that can be adopted, including:
  - A. Increasing funding: With population growth, there may be an increased demand for services. BAAA will seek opportunities to increase its funding to meet the growing demand.
  - B. Expanding services: BAAA will expand its services to cater to the diverse needs of older adults in Bexar County. For example, we can expand

culturally sensitive support services to minority older adults and the Deaf Community.

- C. Strengthening partnerships: BAAA will strengthen its partnerships with community organizations to provide a more comprehensive range of services to older adults.
3. The Need for Supportive Services: The change in the number of individuals aged 85 and older in the PSA is expected to increase the need for supportive services. As individuals age, they may require additional support to perform daily activities. BAAA will lean forward to prepare for the increased demand for supportive services by:
- A. Increasing funding: To address the increased demand for supportive services.
  - B. Expanding services: We will expand our services to include more supportive services, such as in-home care and meal delivery programs.
  - C. Collaborating with community organizations: We will collaborate with community organizations to provide a comprehensive range of supportive services to older adults. This will include partnering with transportation providers to help older adults access healthcare and support services, in addition to the core services/limited contract providers we already utilize.



## Capacity Building

The Bexar Area Agency on Aging (BAAA) collaborates with various government officials, State agencies, tribal organizations, and local entities to build capacity and meet the needs of older adults by engaging in the following activities:

1. Establish a collaborative network: BAAA will work with government officials, State agencies, tribal organizations, and local entities to establish a collaborative network to ensure that the needs of older adults are met. This network can include representatives from different sectors such as healthcare, housing, transportation, public safety, workforce and economic development, recreation, education, civic engagement, emergency preparedness, elder abuse prevention, and assistive technology.
2. Build public-private partnerships: BAAA will leverage public-private partnerships to increase the availability of resources and expertise to support older adults' needs. This can include partnerships with private companies, foundations, and nonprofit organizations that specialize in different areas of service delivery.
3. Promote intergenerational programs: BAAA will collaborate with schools, universities, and youth organizations to promote intergenerational programs that benefit older adults and younger generations. This can include mentorship programs, volunteer opportunities, and community service initiatives.
4. Advocate for policy change: The BAAA will work with government officials, state agencies, and other stakeholders to advocate for policy changes that benefit older adults. This can include policy changes related to healthcare, housing, transportation, public safety, workforce and economic development, recreation, education, civic engagement, emergency preparedness, elder abuse prevention, and assistive technology.
5. Conduct community needs assessments: The BAAA will conduct community needs assessments to identify gaps in services and prioritize areas for investment. This can help to ensure that resources are allocated to areas of greatest need.
6. Provide training and education: The BAAA will provide training and education to community members, service providers, and caregivers to improve their knowledge and skills in supporting older adults. This can include training on

elder abuse prevention, assistive technology, emergency preparedness, and other relevant topics.

7. Foster collaboration and communication: The BAAA will foster collaboration and communication among different stakeholders to ensure that services are coordinated and delivered efficiently. This can include regular meetings, joint planning sessions, and communication protocols.

Overall, by collaborating with various stakeholders and leveraging resources from different sectors, the BAAA can build capacity and meet the diverse needs of older adults.

## SWOT Analysis

The SWOT analysis consists of identifying Strengths, Weaknesses, Opportunities, and Threats. In Table 4, list the ways the BAAA will address population changes in the PSA (during the 10-year period of 2025 – 2035), including: exploring new solutions to problems, identifying barriers that will limit the ability to achieve goals and/or objectives, deciding on the direction that will be most effective, revealing possibilities and limitations to change, and revising plans to best navigate systems, communities, and organizations.

**Table 4. Strengths, Weaknesses, Opportunities, Threats (SWOT) Analysis**

Strengths	Weaknesses	Opportunities	Threats
Bexar County Area Agency on Aging has experience in providing services to older adults in accordance with the Older Americans Act.	The agency may face challenges in meeting the growing demand for services due to an aging population and limited resources.	Bexar County Area Agency on Aging could expand its partnerships with local organizations to enhance its capacity to serve older adults.	Funding for the Older Americans Act could be reduced or eliminated, which would limit the agency's ability to provide services to older adults.
The agency has partnerships with local organizations that provide services to older adults, which enhances its ability to serve this population.	The agency may face challenges in recruiting and retaining qualified staff to provide services to older adults.	The agency could leverage technology to improve its ability to reach and serve older adults, particularly those in rural or remote areas.	The agency could face competition from other organizations and agencies that provide services to older adults.
Bexar County Area Agency on Aging has access to federal funding through the Older Americans Act, which provides resources to support its programs and services.	There may be limited awareness among older adults in Bexar County about the services provided by the agency, which could limit its ability to reach those in need.	The agency could explore opportunities to expand its services and programs to meet the changing needs of the aging population.	The agency could face legal and regulatory challenges that impact its ability to provide services in accordance with the Older Americans Act.
The agency has a strong reputation within the	The agency may face challenges in coordinating	The agency could increase its outreach and marketing	The agency could face challenges in responding to

Strengths	Weaknesses	Opportunities	Threats
community and is known for its commitment to serving the needs of older adults	services with other organizations and agencies to ensure that older adults receive comprehensive support.	efforts to raise awareness of its services and programs among older adults and their caregivers.	changing demographics and trends among older adults in Bexar County.

## Stakeholder and Public Input (Statewide)

In 2021, as part of the [Aging Texas Well Initiative](#), HHSC conducted a statewide survey to identify the current and future needs and priorities of older adults, informal caregivers of older adults, and social service providers supporting older adults. Data analysis identified the following top priorities for each group:

- Older Adults
  - ▶ Physical health
  - ▶ Access to services and support in the community
  - ▶ Access to social engagement opportunities
- Informal Caregivers of Older Adults
  - ▶ Mental health
  - ▶ Physical health
  - ▶ Work strains and issues
- Service Providers Supporting Older Adults
  - ▶ Collaboration and coordination
  - ▶ Funding
  - ▶ Staffing
  - ▶ Addressing social isolation
  - ▶ Addressing food insecurity
  - ▶ Supporting informal caregivers

## Addressing Needs and Priorities within the PSA

**Refer to the list above (in Stakeholder and Public Input subheading) and briefly describe how the identified statewide needs and priorities are potentially impacting the local BAAA's planning and service area (PSA). Include information on how the BAAA plans to address the identified needs and priorities of the PSA's older adults, caregivers, and aging services providers over the next 10 years.**

The identified statewide needs and priorities may impact the BAAA planning and service area in several ways. For example, physical health, access to services and support in the community, and access to social engagement opportunities are top

priorities for older adults in Texas. In Bexar County, the BAAA may need to focus on expanding access to healthcare services, transportation, and social programs that address social isolation and provide opportunities for social engagement.

Similarly, the top priorities for informal caregivers of older adults, including mental and physical health, and work strains and issues, may require the BAAA to enhance programs and resources that provide support for caregivers, such as respite care and mental health counseling.

Lastly, the top priorities for service providers supporting older adults, including collaboration and coordination, funding, staffing, addressing social isolation, addressing food insecurity, and supporting informal caregivers, may require the BAAA to build partnerships with other organizations and government agencies to enhance collaboration and coordination, seek additional funding opportunities, and address issues related to social isolation and food insecurity.

To address these identified needs and priorities, the BAAA may implement a range of programs and services over the next 10 years, such as expanding transportation services to improve access to healthcare, social programs, and other support services, developing caregiver support programs, and building partnerships with other organizations to enhance collaboration and coordination. Additionally, the BAAA may focus on expanding access to nutritious food and addressing social isolation through programs that promote social engagement and community involvement. Ultimately, the BAAA's efforts should aim to enhance the quality of life for older adults in the Bexar County PSA, support their caregivers, and promote the overall health and well-being of the aging population in the region.

## Section 7. Outreach

Legal References: OAA 2020 306(a)(4) and 306(a)(5)

### Strategy Effectiveness and Best Practices

The Alamo Service Connection (ASC) continues to use the “No-Wrong Door” system to support the BAAA, operating as a call center referral source. By operating in such a way, the ASC continues to provide information on direct BAAA services and place referrals for those services. This information is accessible to both the ASC and BAAA. The ASC can also provide information on in-network services for the individual’s service area.

AACOG’s Alamo Veterans Network serves as a resource to directly connect veterans to a multitude of services within the county. Additionally, in coordination with the City of San Antonio, utilizing funding provided by HHSC, BAAA increased the number of individuals receiving Congregate Meals. BAAA also solidified a strong and effective relationship with San Antonio Meals on Wheels, which resulted in an increase from previous years in the number of eligible households receiving home-delivered meals.

BAAA funds transportation providers with OAA funding by subcontracting to other agencies and specialized transportation co-ops in the community.

OAA funding provided 110 clients with Personal Assistance, 254 with Residential Repair, 141 Homemaker services, and 2,720 clients with Care Coordination Services during FY 2022. The above-mentioned actions resulted in BAAA providing services to older adults with the greatest economic need, older adults with the greatest social need, older adults at risk of institutional placement, low-income minority older adults, older adults with limited English proficiency, and older adults residing in rural areas of Bexar County.

The BAAA often employs a combination of outreach strategies to reach different population groups, such as public presentations, media campaigns, direct mailings, and partnering with community organizations. To reach low-income minority older adults, BAAA sought out and partnered with community-based organizations that

serve minority populations and developed culturally sensitive outreach materials. To reach older adults with limited English proficiency, BAAA produced outreach materials in multiple languages and partnered with community organizations serving non-English-speaking populations.

Some of the challenges encountered in reaching these populations included a lack of awareness of available services, limited transportation options, language barriers, and stigma associated with seeking assistance. The COVID-19 pandemic presented additional challenges, as many in-person outreach activities had to be canceled or postponed. In response, BAAA pivoted to virtual outreach strategies, such as video presentations, social media campaigns, and phone outreach.

To service older adults with the most significant economic need, the BAAA can provide information about benefit programs, such as Supplemental Nutrition Assistance Program (SNAP), Medicaid, and Medicare Savings Programs, as well as other housing, food, and utility assistance resources. The BAAA can also offer transportation services to help older adults access healthcare and other services.

To assist older adults with the greatest social need, the BAAA partnered with senior centers and support groups and provided access to home care services and other support services, such as legal aid and counseling. Essential to the BAAA's efforts was its ability to provide information on available resources to help older adults stay socially engaged, including volunteer opportunities and educational programs.

To reach older adults at risk of institutional placement, BAAA promoted programs that support aging in place, such as home modifications, caregiver support, and home-delivered meals.

To identify and provide services for low-income minority older adults, the BAAA developed culturally competent programs that address their unique needs and challenges, such as language barriers, Deaf resource fairs, and access to culturally relevant health information.

To educate and inform older adults with limited English proficiency, the BAAA developed language-specific outreach materials, offered translation services, and provided information on available resources in languages other than English. BAAA also modified the ACOG BAAA webpage integrating American Sign language (ASL).



To reach older adults residing in rural areas, the BAAA promoted transportation services, telehealth services, and other programs that address the unique challenges of rural living, such as limited access to healthcare and social programs.

## **Targeted Outreach Plan**

BAAA plans to coordinate all the above-listed service needs by advertising ASC and promoting its referral services. BAAA will do this by providing brochures and pamphlets at all meetings, presentations, and other community events.

In combination with AACOG's outreach team, Care Specialists from the Aging Department will plan, resource, and execute outreach events focused on BAAA assigned demographics. This process will be done by executing grant deliverables and collaborating efforts with key stakeholders.

A concerted agency mindset that "outreach is a team responsibility" has allowed BAAA to capture and pursue those in need in the targeted areas of this Area Plan. BAAA will continue to work with CoSA and Meals on Wheels San Antonio to increase the number of individuals participating in BAAA services including congregate meals and home-delivered meals. BAAA will pursue the expansion and effectiveness of its transportation resources in addressing the transportation needs of older adults.

BAAA has established and will maintain effective working relationships with San Antonio OASIS and Alzheimer's Association, in addition to public libraries for presentations, and educational training sessions. By doing all the above, BAAA will be able to consistently provide and increase the availability of services to older adults residing within Bexar County—particularly those in the outer, less-populated areas and positively impact the lives of older adults with limited English proficiency and those with the greatest economic need.

BAAA will also position itself to provide more services to low-income minority families, veterans aged 60 and over, older adults at risk of institutional placement, caregivers of older adults with greatest social need, and older relative caregivers, age 55 or older, who provide care to children or adults with severe disabilities.

BAAA will develop targeted outreach strategies to reach these special emphasis populations based on their location and specific needs.

## **Proposal for Bexar County BAAA Outreach Operations (FFY2024 - FFY 2026):**

Introduction: The BAAA is committed to identifying and providing services to older adults eligible for assistance under the Older Americans Act (OAA). The BAAA staff recognizes that some older adults face significant barriers to accessing these services more than others that includes: those residing in rural areas, those with the greatest economic and social needs, those with disabilities, those with limited English proficiency, those with Alzheimer's disease and related disorders with neurological and organic brain dysfunction, and those at risk of institutional placement.

1. The objectives developed for outreach operations include:
  - A. Increase awareness of the services the BAAA provides among the target populations and their caregivers.
  - B. Identify individuals who are eligible for assistance under the OAA.
  - C. Provide information and assistance to eligible individuals and their caregivers to access available services.
  - D. Prioritize outreach efforts to reach individuals with the greatest economic and social needs, those residing in rural areas, those with severe disabilities, and those at risk of institutional placement.
  - E. Enhance outreach efforts to reach caregivers of eligible individuals.
  - F. Identify key stakeholders within the community than can help promote BAAA services to their communities.
2. The following are the target populations for BAAA's outreach operations:
  - A. Older adults residing in rural areas: Rural areas in Bexar County are generally in the south-central and southwestern parts of the county. BAAA will prioritize outreach efforts to these areas and work closely with local community organizations, senior centers, and faith-based organizations to identify eligible individuals and their caregivers.
  - B. Older adults with the greatest economic need: The population of low-income minority individuals in Bexar County is concentrated in the East Side, West Side, and South Side of San Antonio. BAAA will partner with community organizations and local agencies, to identify eligible individuals and their caregivers.

- C. Older adults with the greatest social need: Socially isolated older adults may be found throughout the county but are often concentrated in low-income neighborhoods. BAAA will work with local community organizations, senior centers, and faith-based organizations to identify eligible individuals and their caregivers.
- D. Older adults with severe disabilities: BAAA will work with disability advocacy organizations and local agencies serving these areas, such as the Center for Health Care Services and the San Antonio Independent Living Services, to identify eligible individuals and their caregivers.
- E. Older adults with limited English proficiency: BAAA will partner with local community organizations and language access providers to identify eligible individuals and their caregivers who may need language assistance.
- F. Older adults with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and their caretakers): BAAA will work with local memory care providers and caregiver support organizations, such as the Alzheimer's Association, to identify eligible individuals and their caregivers.
- G. Older adults at risk for institutional placement: BAAA will partner with local community organizations serving older adults to identify eligible individuals and their caregivers.

# Targeting Report

The purpose of the targeting report is to show how effective the BAAA’s targeting efforts were in serving specific population groups within the planning and service area (PSA).

**Table 5: PSA Targeting Report**

Characteristic	Population Age 60 and Over in PSA	Percent Population Age 60 and Over in PSA	Number of Registered Service Recipients in PSA	Percent Number of Registered Service Recipients in PSA	Targeting Goals for FFY 2024
<b>Total 60 and over</b>	349,061	0.004%	17,478	5%	17,500
<b>Poverty Level (at or below 100% FPL)</b>	38,685	12%	6,492	17%	6,500
<b>Minority</b>	209775	60%	13474	6%	13,500
<b>Rural Areas</b>	no matching ACS data	no matching ACS data	63	Unable to calculate	65
<b>Household Status (lives alone)</b>	71770	22.3	19	0.0003%	18

Data for the columns, “Population Age 60 and Over in PSA” and “Percent Population Age 60 and Over in PSA” are derived from the U.S. Census Bureau Special Analysis 2015-2019 American Community Survey (ACS) Data Analysis for Population Age 60 and Over, with data located on U.S. Administration for Community Living’s [AGID \(Aging, Independence, and Disability Program\) Data Portal/Website](#). Data for the column, “Number of Registered Service Recipients in PSA” is from data pulled from the NAPIS (National Aging Program Information Services) report, where registered services include personal assistance, homemaker, chore, home delivered meals, day activity and health services, case management, assisted transportation, congregate meals, and nutrition counseling.

## Section 8. Goals, Objectives, Strategies

Legal References: OAA 2020 306(a) and 307(a)

This area plan details the interrelated activities which support a responsive, consumer-directed long-term services system that supports older people for each of the Administration for Community Living (ACL) state plan key topic areas. The following Key Topic Areas, State Goals, State Objectives and Outcomes were derived from the ACL approved [2023-2025 Texas State Plan on Aging](#).

Each of the five State Goals is comprised of multiple State Objectives and Outcomes. For each objective and outcome, please provide the corresponding BAAA Strategies. Strategies can be thought of as action steps that detail how the needs within the planning and service area (PSA) will be addressed. Identifying the BAAA strategies can provide insight to HHSC on how the State Objectives and/or Outcomes are achieved at the local level.

# **Key Topic Area 1: OAA Core Programs**

OAA core programs are found in Titles III (Supportive Services, Nutrition, Disease Prevention/Health Promotion and Caregiver Programs), VI (Native American Programs), and VII (Elder Rights Programs) and serve as the foundation of the national aging services network.

## **State Goal 1**

Promote excellence and innovation in the delivery of core Older Americans Act Programs to meet the unique and diverse needs of Older Texans and family caregivers.

### **State Objective 1.1**

Provide administration and oversight of programs funded through the HHSC Office of Area Agencies on Aging, state general revenue funds, and other federal and/or state funds to ensure a consistent, coordinated, and accountable service delivery model.

#### **Outcome 1.1**

OAA funds are appropriately used to ensure older adults and their caregivers have access to services that meet their needs and interests.

#### **AAA Strategies 1.1**

The BAAA will establish the following strategies:

1. ASC applies a person-centered service delivery model, which takes into consideration an individual's goals, strengths, and preferences. The model provides the opportunity to promote the callers' (individuals) independence and dignity while exploring a full range of Long-Term Services & Supports (LTSS) to meet the client's need or situation. As a result, individuals and/or their caregivers are empowered to make informed choices about long-term care services. Once the ASC agent assesses the needs of the caller, a resource or referral will be provided using information from the myEvolv Resource Tool or services provided by BAAA. Referrals to BAAA are assigned to an in-house database to which ASC and BAAA staff carefully manage access.

2. **Strengthen Program Administration and Management:** BAAA will focus on enhancing administrative capabilities to effectively manage and oversee funded programs. This includes providing comprehensive training to staff on regulatory guidelines and performance measures, regularly auditing program operations for compliance and quality control, and streamlining procedures for efficiency. We always utilize data-driven decision-making to allocate resources effectively and adapt to emerging needs.
3. **Enhance Service Coordination:** Improve interagency coordination to ensure seamless service delivery for older Texans and their caregivers. Establish routine communication channels with all related organizations to discuss service alignment and address gaps. Foster partnerships with community-based organizations to expand reach and access to services. Foster **Accountability and Transparency:** Maintain a transparent, accountable service delivery model by publishing detailed expenditure reports and performance metrics. Regularly solicit feedback from service recipients and stakeholders to gauge satisfaction and identify areas for improvement.
4. **Promote Innovation:** Invest in technology and innovative practices to modernize service delivery and improve access. This may include expanding virtual service options, implementing digital platforms for case management, and exploring new program models or partnerships.
5. **Tailor Services to Unique Needs:** Ensure programs are responsive to the diverse needs of older Texans and caregivers. This can involve conducting needs assessments, engaging in community outreach to understand local needs, and tailoring services accordingly. Strive for equity in service provision and seek to address any barriers that may limit access to services.

These strategies offer a holistic approach to achieving the objective and outcome under State Goal 1 by addressing key areas such as administration, coordination, accountability, innovation, and inclusivity. They aim to meet the complex and unique needs of older Texans and their caregivers, while promoting excellence and innovation in the delivery of core Older Americans Act Programs.

## **State Objective 1.2**

Ensure collaboration between Title III (Supportive Services, Nutrition, Disease Prevention and Health Promotion and Caregivers Programs) and Title VI (Native American Programs).

## **Outcome 1.2**

Increase awareness of federally recognized tribes within the state to increase collaboration and appropriate referrals and ensure all eligible older adults have access to OAA services provided by Title III or Title VI grantees.

### **BAAA Strategies 1.2**

The BAAA will establish the following strategies:

1. **Title III and Title VI Collaboration:** Host interdepartmental meetings between Title III and Title VI program staff: Establish a routine, such as quarterly meetings, to foster open communication and collaboration between Title III and Title VI program staff.
2. **Outreach to Federally Recognized Tribes:** Develop outreach strategies aimed specifically at federally recognized tribes within the state.
3. **Cultural Competency Training:** Provide cultural competency training for staff and volunteers: This training can ensure that all staff members are equipped to appropriately interact with and serve older adults from federally recognized tribes.
4. **Referral and Resource Sharing:** Continue to develop shared resources and referral systems between Title III and Title VI grantees: This would ensure that eligible older adults can be seamlessly referred between services, ensuring access to the full spectrum of BAAA services.
5. **Joint Programming:** Develop joint programming initiatives between Title III and Title VI grantees: By creating programs that involve both grantees, the BAAA can foster increased collaboration and ensure a more holistic service approach.
6. **Regular Evaluation and Feedback:** Implement regular evaluations of the collaboration between Title III and Title VI: Feedback from these evaluations can help identify areas for improvement, assess the effectiveness of strategies, and ensure that the collaboration is resulting in increased access to services for eligible older adults.

All strategies will be implemented with respect for the cultural identities and unique needs of federally recognized tribes and in consultation with tribal leaders and community members. These strategies should be evaluated and adjusted as needed



to ensure they are effectively meeting the objectives and outcomes set out by the state.

## **State Objective 1.3**

Raise awareness and understanding of the impacts of malnutrition through comprehensive policy review, tool development, and marketing campaigns and educational classes at Senior Centers and Assisted Living Communities.

### **Outcome 1.3**

Increase awareness of the signs and symptoms of malnutrition and how to mitigate malnutrition in older adults.

### **BAAA Strategies 1.3**

The ASC, using the nutrition partners under BAAA, provide referral information within our robust network of senior centers providing nutrition assistance. This would also include the use of BAAA health and wellness classes that specifically discuss nutrition for older adults.

Educate the aging services network on the signs and symptoms of poor nutrition and increase awareness of the health impacts of malnutrition.

Incorporate malnutrition in the BAAA Nutrition Education Services. Seek partnerships in the development of a media campaign that highlights the benefits of healthy eating.

## **State Objective 1.4**

Protect older Texans from abuse, neglect and exploitation through services designed to detect, assess, intervene, and investigate elder abuse, neglect, and financial exploitation.

### **Outcome 1.4**

Increase awareness of the risk for abuse, neglect, and exploitation of older adults.

### **BAAA Strategies 1.4**

The BAAA will establish the following strategies:

1. ADRC: Using person-centered counseling, the ASC will screen calls and identify those who may be at risk for abuse, neglect, and exploitation. Long-Term Care Ombudsman (LTCO) teaches abuse, neglect, and exploitation (ANE) during initial certification of volunteer Ombudsmen. LTCO provides education about ANE to staff in LTC settings, additionally, LTCOs support and assist residents and families in reporting ANE. The ASC will identify the established network which will oversee the case to provide appropriate services.
2. Benefits Counseling: Benefits Counselors are trained to identify key phrases during the screening process. Counselors ask questions and listen to the individual to determine whether the client's needs are being met at home or by their caregiver. Signs of abuse, neglect and exploitation may appear in many forms.
3. Benefits Counselors are instructed to report any suspected abuse to the Adult Protective Services (APS) by calling 1-800-252-5400, reporting via Texas Abuse Hotline Website <https://www.txabusehotline.org/Login/Default.aspx>, or using Texas Relay at 7-1-1 by telling the relay operator to call the Texas Abuse Hotline at (800) 252-5400 <https://relaytexas.com/>, Long-term care Ombudsman, or the police.
4. Collaborative Networking: Work in conjunction with APS, local law enforcement, healthcare organizations, and elder law professionals to collaborate with ongoing work of the Elder Abuse and Exploitation Task Force. This task force regularly shares information and coordinates responses to suspected cases of elder abuse or neglect.
5. Training for BAAA Professionals: Develop and implement a comprehensive training program staff who interact with older adults. This training will cover signs of elder abuse, neglect, and exploitation, and provide guidance on how to report and respond to such incidents.
6. Direct Services: Promote the capacities of our partner organizations, such as the Elder Abuse Hotline for reporting abuse, and a Rapid Response Team to investigate and act on these reports.
7. Legal Assistance: Identify and partner with local legal resources that provide pro bono legal services to victims of elder abuse and exploitation, helping them regain control over their lives and finances. Additionally, partner with volunteers, mentors, and interns for direct services through Adult Protective Services to provide coordination throughout Bexar County that offer

mentorship services. Direct service will help those in need with hospital settings, transportation, companionship and delivering medication.

These strategies not only aim to protect older adults from abuse, neglect, and exploitation, but they also seek to raise awareness in the community about these issues, thus fostering a culture of care and respect towards the elderly.

## **State Objective 1.5**

Enhance cross agency responses to elder abuse by the HHSC Office of the Ombudsman, legal assistance programs, law enforcement, health care professionals, financial institutions, and other essential partners across the state.

### **Outcome 1.5**

Increase awareness of programs and services available for older adults experiencing abuse, neglect or exploitation.

### **BAAA Strategies 1.5**

The BAAA will establish the following strategies:

1. BAAA will empower consumers to make informed decisions regarding long-term care and raise awareness of issues related to abuse, neglect and exploitation (ANE).
2. Using person-centered counseling, the ASC will screen calls and identify those who may be at risk for abuse, neglect, and exploitation. The ASC will identify the established network and provide information on the state or local entity.
3. APS training is required for all new care specialist within the first 30 days of employment. Once training has been completed BAAA staff ensure that new employee has both the number to APS along with the website in case any questions or concerns come up. Finally, The ASC will identify the established network and provide information on the state or local entity such as Adult Protective Services at 1-800-252-5400 or local IDD Clients Rights Officer.
4. BAAA continues to increase public awareness and remove barriers to prevent abuse, neglect and exploitation through its Senior Medicare Patrol, support services, and Ombudsman efforts.

5. Senior Medicare Patrol (SMP): The SMP Specialist continues to provide education presentations on preventing abuse, neglect, and exploitation of seniors at senior centers, independent senior living communities, community centers, interagency meetings, and participate in health fairs throughout Bexar County.
6. BAAA will promote collaborative councils or committees that include representation from the HHSC Office of the Ombudsman, legal assistance programs, law enforcement, healthcare professionals, financial institutions, and other key stakeholders. These councils can focus on shared training, communication, case coordination, and policy advocacy to enhance the cross-agency response to elder abuse.
7. BAAA will encourage cross-training among professionals in various sectors (health, financial, law enforcement, etc.) to enhance understanding and detection of elder abuse. This strategy would foster a better comprehension of respective roles and responsibilities, thereby promoting more effective collaboration.
8. BAAA will continue to enhance our online presence where older adults, caregivers, and professionals can find information about available programs and services for abuse, neglect, or exploitation. This hub could include details such as eligibility criteria, application processes, and contact information.
9. BAAA will partner in the development of targeted public awareness campaigns about elder abuse and the available services in Bexar County.
10. BAAA will partner with community-based organizations, faith-based groups, and other trusted local entities to disseminate information about elder abuse programs and services.

## **State Objective 1.6**

Strengthen efforts related to dementia and Alzheimer's Disease.

### **Outcome 1.6**

Increase awareness of dementia and Alzheimer's disease.

### **BAAA Strategies 1.6**

The BAAA will establish the following strategies:

1. All aging services network employees and volunteers who provide services directly to older adults and their family members or caregivers receive training on Alzheimer's disease and dementia.
2. Work with local healthcare providers and community organizations to develop educational programs and materials on dementia and Alzheimer's disease and conducts community outreach campaigns to raise awareness about the signs, symptoms, and risk factors associated with dementia and Alzheimer's disease.
3. Establish partnerships with senior centers, retirement communities, and other relevant facilities to host informational sessions and workshops on dementia and Alzheimer's Disease.
4. Engage in media campaigns to disseminate information about dementia and Alzheimer's disease to a wider audience.
5. Provide training and educational resources to healthcare professionals and caregivers to enhance their knowledge and understanding of dementia and Alzheimer's disease.
6. Support research initiatives focused on the prevention, treatment, and management of dementia and Alzheimer's disease.
7. Advocate for policy changes and funding allocation at the local and state level to support dementia and Alzheimer's disease awareness and care programs.
8. Foster partnerships with academic institutions and research centers to promote knowledge sharing and collaboration in the field of dementia and Alzheimer's disease.
9. Promote the established helplines dedicated to providing information and support for individuals and families affected by dementia and Alzheimer's disease.
10. Monitor and evaluate the effectiveness of awareness initiatives through data collection, surveys, and feedback from the community to inform future strategies and interventions.

These strategies aim to address State Objective 1.6 and achieve Outcome 1.6 by actively promoting awareness, disseminating information, and supporting educational efforts related to dementia and Alzheimer's disease within the Bexar County, Texas planning and service area.

## **State Objective 1.7**

Increase awareness of risks for fall related traumatic brain injuries for older adults.

### **Outcome 1.7**

AAAs, ADRCs, and providers are aware of risks for older adults associated to falls and how to prevent them.

### **BAAA Strategies 1.7**

The BAAA will develop the following Strategies:

1. The ASC will provide information on health and wellness classes discussing fall prevention. Using person-centered counseling, the ASC will also identify other factors that may increase the individual's risk of falling and provide information and referrals.
2. Through the Health and Wellness program the BAAA is able to offer classes to assist the aging population with acknowledging the risks of falling while offering strategies to prevent and reduce falling. To assist the aging population with these risks the Health and Wellness Program offers A Matter of Balance, Tai Chi for Arthritis and Fall Prevention, and Healthy Steps for older Adults and Fall Prevention classes. The BAAA Health and Wellness Specialist attends health fairs and other events that target the aging population to increase awareness.
3. Professional Training: Provide regular training for BAAA staff and other service providers on understanding and mitigating the risks of falls among older adults.
4. Develop and Distribute Resource Materials: Create and distribute informational resources that clearly outline fall prevention strategies and methods to manage the risks associated with falls.
5. Establish Partnerships: Work closely with local healthcare providers, community organizations, and other stakeholders to establish a network that promotes fall prevention for older adults.
6. Implement Regular Evaluations: Regularly evaluate the awareness levels and practices of providers regarding fall risks among older adults to ensure continuous learning and improvement.

7. Foster Collaboration: Encourage communication and collaboration between healthcare providers, and other relevant organizations to share best practices and innovations in fall prevention.

These strategies aim to raise awareness about the risks of fall-related traumatic brain injuries among older adults and ensure that relevant organizations are equipped to prevent such incidents. Regular monitoring and evaluation of these strategies will ensure they remain effective and adaptive to the needs of Bexar County older adults.

## **State Objective 1.8**

Strengthen Title III and Title VII services.

### **Outcome 1.8**

Increase in public awareness of aging services across the state.

### **BAAA Strategies 1.8**

The BAAA will develop the following strategies:

1. Educate the general public about the ombudsman program and role; provide information regarding how to choose a home and how to get the best possible care there.
2. Recruit, train and retain Certified Volunteer Ombudsman (staff and volunteers). Ensure that every licensed facility in the Bexar County has a Certified Ombudsman (staff or volunteer) who makes regular visits.
3. Enhancement of Service Delivery: Improve the delivery of Title III and Title VII services by implementing best practices, increasing efficiency, and ensuring services are responsive to the needs of the population served.
4. Staff Training: Regularly train staff on the provisions of Title III and Title VII, their obligations under these acts, and how to deliver the services effectively.
5. Partnership Building: Collaborate with other service providers, local organizations, and stakeholders to enhance the reach and effectiveness of Title III and Title VII services.
6. Funding Advocacy: Advocate for adequate funding to ensure the provision of comprehensive and high-quality services under Title III and Title VII.

7. Monitoring and Evaluation: Implement a robust monitoring and evaluation system to assess the effectiveness of Title III and Title VII services and identify areas for improvement.

The combination of these strategies, along with regular monitoring and evaluation, should increase public awareness of aging services and strengthen the delivery of Title III and Title VII services in Bexar County.

## **State Objective 1.9**

Integrate discretionary grant activities with OAA core programs and services.

### **Outcome 1.9**

Increase knowledge and awareness of SHIP, MIPPA and SMP programs and services.

### **BAAA Strategies 1.9**

In Bexar County there are over 476 thousand beneficiaries enrolled in Medicare. Access to SHIP HICAP, MIPPA, and SMP services is facilitated by phone, outreach, and presentations. Outreach efforts are intended to educate and inform beneficiaries of public entitlements and programs. Outreach and education allow the beneficiary to connect a face with the name. Benefits Counselors visit the local Senior Centers to check in and be available to those beneficiaries who may have questions. Building partnerships through networking during outreach events is vital to increasing public awareness.

The BAAA will develop the following strategies:

1. Harmonize Programming: Implement mechanisms to ensure discretionary grant activities are aligned with the core programs and services provided by the Older Americans Act (OAA).
2. Cross-Training: Offer cross-training to staff so that they are well-versed in both discretionary grant activities and OAA core programs, enabling them to offer comprehensive service to individuals.
3. Increase Collaboration: Foster collaboration among different departments and teams managing discretionary grants and OAA programs to increase integration.



4. Communication Strategy: Continue to refine our internal communication strategy to ensure information about discretionary grant activities and OAA programs is consistently shared across teams.
5. Service Integration: Wherever possible, bundle services from discretionary grants with OAA programs to offer a comprehensive package to older adults.

Through these strategies, BAAA can effectively integrate discretionary grant activities with OAA core programs and enhance public awareness and knowledge of SHIP, MIPPA, and SMP programs. Regular evaluation of these strategies can help ensure they remain effective and responsive to the needs of the community.

## **Key Topic Area 2: COVID-19**

COVID-19 highlighted the overall importance of the services that make it possible for older adults to live independently, created a national awareness of the impact of social isolation on older adults and caregivers, and increased awareness of the need to plan for future disasters. It also transformed the aging network by driving rapid innovation to create new approaches that will endure beyond recover. Finally, Congress approved the release of supplemental funding, some of which remains available until expended, for services to support evolving needs related to the pandemic nationwide.

### **State Goal 2**

Prepare for and increase community engagement during emergencies and disasters that improve resiliency and reduce the impacts of social isolation and loneliness on the health and well-being of older Texans, people with disabilities and their caregivers.

### **State Objective 2.1**

Support older adults' behavioral health through awareness of the impacts of social isolation and loneliness and establishing resources and tools to encourage engagement.

### **Outcome 2.1**

Increase awareness of the risks and impacts of social isolation for older adults.

### **BAAA Strategies 2.1**

The ASC will utilize the referral information in the database to identify agencies to assist older adults being impacted by social isolation.

Through Social Reassurance BAAA provides aging adults with the ability to engage with others. In partnerships with organizations like UT Health and YMCA to assist BAAA with providing social reassurance which provides companionship for an aging adult by means of phone calls, texting, video chatting, or instant messaging. The network partners providing hotlines for older adults facing isolation or loneliness will be referred to appropriate hotlines meeting their needs with the hope to transition to a service providing a companion to increase socialization.

The BAAA will establish the following strategies:

1. Public Education: Increase public understanding of the risks and impacts of social isolation through education initiatives, media coverage, seminars, and workshops.
2. Partner with community organizations: Collaborate with local organizations to disseminate information on the impacts of social isolation and the resources available for older adults. Including partners such as Oasis Silver Connect Chat line for socially isolated adults: Phone (210) 756-5551, Hours Monday-Friday-5 am to 9 am and weekends 9 am to 9pm.
3. Outreach Programs: Partner in programs that reach out to older adults, particularly those who live alone or in rural areas, to provide them with information and resources to combat social isolation.
4. Online Platforms: Use social media, websites, and other digital platforms to raise awareness about the impacts of social isolation and ways to prevent it.
5. Advocate for Policy Changes: Work with local and state government officials to advocate for policies that address social isolation and loneliness among older adults.

These strategies focus on reducing social isolation and loneliness among older adults, by raising awareness about the issue and providing resources to encourage social engagement. BAAA will regularly review and update these strategies and ensure they remain effective and relevant to the community's needs.

## **State Objective 2.2**

Enhance awareness of the available assistive technology supports and strengthen HHSC partnership with the state assistive entity.

### **Outcome 2.2**

Increase awareness of the state assistive technology entity and the need for assistive technology devices for older adults.

### **BAAA Strategies 2.2**

The BAAA will develop the following strategies:

1. **Public Awareness Campaign:** Launch a focused campaign aimed at raising public awareness about state assistive technology and the benefits of assistive technology for older adults.
2. **Partnerships with Media:** Collaborate with local media outlets for periodic features on assistive technology, its benefits, and the role of the state assistive technology entity.
3. **Community Outreach:** Conduct community outreach programs at senior centers, community centers, and other local venues to inform older adults about assistive technology.
4. **Information Resources:** Develop informational brochures, flyers, and online content that provide detailed information about the state assistive technology entity and available assistive technology devices.
5. **Collaborate with Healthcare Providers:** Partner with healthcare providers who can educate their older patients about the benefits of assistive technology and refer them to the state assistive technology entity.

These strategies will increase awareness of assistive technology supports and strengthen the partnership between HHSC and the state assistive technology entity, ultimately improving the lives of older adults.

## **State Objective 2.3**

Increase the aging services network's use of trauma-informed care practices for serving older adults and their caregivers.

### **Outcome 2.3**

Increase awareness of trauma-informed care and best practices.

### **BAAA Strategies 2.3**

The BAAA will develop the following strategies:

1. **Awareness Campaigns:** Partner in the development of a public awareness campaigns to educate the community about trauma-informed care and its benefits for older adults and their caregivers.
2. **Community Workshops:** Collaborate in the development of workshops and seminars to provide in-depth knowledge about trauma-informed care practices and their application.

3. Information Dissemination: Use multiple channels such as websites, newsletters, and social media to disseminate information about trauma-informed care.
4. Collaborative Initiatives: Through a collaborate effort with University Health the BAAA will attempt to reach a broader audience and promote awareness of trauma informed care.
5. Advocacy: Advocate for policies at the local and state level that promote the use of trauma-informed care in all healthcare and service settings.

These strategies focus on enhancing the use of trauma-informed care practices within the aging services network and raising awareness about these practices in the wider community.

## **State Objective 2.4**

Increase the aging services network's knowledge of suicide risks, prevention and resources.

### **Outcome 2.4**

Increase awareness on how to assess a person's mental and behavioral health status.

### **BAAA Strategies 2.4**

Using person-centered counseling, the ASC will provide information on BAAA mental health services and referral information on agency resources in the service area focused on the mental and behavioral health of individuals. ASC staff will continue person-centered training and other trainings to be better informed on mental health awareness and how to identify caller risks.

The BAAA will develop the following strategies:

1. Mental Health Screening Training: Provide training for members of the aging services network, caregivers, and relevant community members on how to perform basic mental and behavioral health assessments. Every client requesting BAAA Services is assessed using Consumer Needs Evaluation (CNE) or Caregiver Assessment by a Care Specialist.

2. **Community Workshops:** Organize community workshops aimed at increasing public awareness of mental health issues, suicide risks, and how to evaluate someone's mental and behavioral health.
3. **Collaborate with Healthcare Providers:** Partner with healthcare providers to educate them on mental and behavioral health assessments, encouraging them to incorporate these checks into their routine care for older patients.
4. **Awareness Campaigns:** Partner in development of awareness campaigns on various platforms highlighting the importance of mental health assessments and providing resources for learning more about the process.
5. **Advocate for Mental Health Policies:** Advocate for policies that prioritize mental health and encourage regular mental and behavioral health assessments.

These strategies will help equip the aging services network with the necessary knowledge and resources to understand and address suicide risks among older adults. They will also promote wider awareness of mental and behavioral health assessments, supporting early detection and intervention for mental health issues.

## **State Objective 2.5**

Support the aging services network's preventative health efforts through the provision of resources and tools that highlight the importance of regular screenings and immunizations.

### **Outcome 2.5**

Promote awareness of available resources and best practices related to preventative health measures.

### **BAAA Strategies 2.5**

The BAAA will develop the following strategies:

1. **Education Campaigns:** Partner to enhance ongoing education campaign about the importance of preventative health measures. This will include distributing flyers, holding seminars, running ads on local radio and TV stations, and using social media to reach a wider audience.

2. Resource Distribution: Collaborate with local healthcare providers, pharmacies, and community centers to distribute resources about preventative health measures.
3. Preventative Health Events: Organize community events focused on preventative health.
4. Health Advocacy Training: Seek programs to train volunteers or peer advocates who can help navigate the complexities of healthcare and promote preventative health measures among their peers.
5. Collaboration with Healthcare Providers: Work with local healthcare providers to create a referral system for regular screenings and immunizations. This could involve regular check-ins and updates on the latest recommendations for preventative healthcare.

Through these strategies, we can strive to increase the awareness of available resources and best practices related to preventative health measures, ultimately achieving Outcome 2.5.

## **State Objective 2.6**

Strengthen the aging services network's connections to public health and emergency response networks.

### **Outcome 2.6**

Awareness of the availability of telecommunications and virtual sessions.

### **BAAA Strategies 2.6**

The BAAA will develop the following strategies:

1. Participate in regular community outreach and education campaigns to promote awareness about available telecommunication and virtual resources.
2. Partner with local community centers, libraries, and senior centers to provide technology training to older adults and their caregivers, helping them access virtual sessions and resources.
3. Distribute user-friendly guides and manuals (print and digital) that help older adults and people with disabilities to navigate telecommunications and virtual platforms.

4. Advocate for affordable and accessible broadband internet service for older adults and individuals with disabilities to ensure they can access virtual services.
5. Seek out Partnerships, staffed with volunteers or employees trained in telecommunications, to assist seniors and individuals with disabilities in using virtual services.

These strategies aim to enhance connections with public health and emergency networks and increase awareness and utilization of telecommunications and virtual services among older adults, individuals with disabilities, and their caregivers. By implementing these action steps, the BAAA will help to improve resiliency and reduce the impacts of social isolation and loneliness.

## **State Objective 2.7**

Increase access to services for older adults with mobility and transportation issues.

### **Outcome 2.7**

Increase awareness of existing public transportation services, the availability of volunteer and private transportation programs, and knowledge of accessible and assisted transportation services for older adults.

### **BAAA Strategies 2.7**

The ASC will utilize the referral information in the myEvolv database and public information to identify transportation services to assist older adults. The ASC will also inform on the transportation services supporting the BAAA such as Alamo Regional Transit and screen individuals for this service.

Transportation Awareness Campaign: Partner in support of a community-wide awareness campaign to highlight existing public, volunteer, and private transportation services available to older adults with mobility issues. This can be done through community meetings, newsletters, social media, and collaboration with local healthcare providers and community centers.

The BAAA will develop the following strategies:

1. Transportation Resource Guide: Partner in the development of a comprehensive transportation resource guide detailing all available transportation options in Bexar County.



2. Transportation Assistance Program: Continue to improve our direct transportation assistance to older adults.
3. Transportation Training: Sponsor training sessions to older adults on how to use public transportation effectively and safely.
4. Community Partnerships: Seek out and participate in public and private transportation providers, as well as other local organizations, to expand transportation options and improve accessibility.
5. Regular Feedback and Improvement: Conduct regular surveys and feedback sessions with older adults to understand their transportation needs and challenges better.

Through these strategies, we can aim to increase awareness of existing transportation services and improve access to these services for older adults, ultimately achieving Outcome 2.7.

## **Key Topic Area 3: Equity**

Serving people with the greatest economic and social need means ensuring equity in all aspects of plan administration.

### **State Goal 3**

Promote activities that ensure equity and access to services for those with the greatest economic and social need.

#### **State Objective 3.1**

Ensure meals can be adjusted for cultural considerations and preferences.

#### **Outcome 3.1**

Increase awareness for AAAs and service providers of nutritional needs based on cultural and ethnic preferences.

#### **BAAA Strategies 3.1**

The BAAA will develop the following strategies:

1. Ensure partners address food preferences and nutritional needs of diverse cultural groups within the PSA.
2. Monitor and ensure providers have a feedback mechanism for meal recipients to express their cultural food preferences, ensuring continuous improvement of the meal services based on the community's needs and preferences.
3. Disseminate educational materials and workshops addressing cultural and ethnic nutritional needs to service providers, ensuring they have the information and resources needed to provide culturally appropriate meals.
4. Promote networking events, webinars, and town-hall meetings with BAAAs, service providers, and the community to discuss and improve understanding of cultural dietary needs and preferences.
5. Foster collaborations with dietitians and nutritionists who specialize in culturally and ethnically diverse diets to provide training and consultation to BAAAs and service providers.

6. Promote activities that ensure equity and access to services for those with the greatest economic and social need.

## **State Objective 3.2**

Prepare, publish, and disseminate educational materials dealing with the health and economic welfare of older adults.

### **Outcome 3.2**

Aging network staff are aware of trends impacting the health and economic welfare of older Texans.

### **BAAA Strategies 3.2**

The BAAA will develop the following strategies:

1. Collaborate with local healthcare providers, financial institutions, and non-profit organizations to ensure the accuracy and comprehensiveness of the educational materials.
2. Utilize various communication channels such as local newspapers, social media platforms, email newsletters, and community centers to distribute these educational materials widely.
3. Organize regular community outreach events such as seminars, webinars, and workshops to directly educate older adults and their caregivers about health and economic welfare.
4. Aging network staff are aware of trends impacting the health and economic welfare of older Texans.
5. Participate in training sessions for Aging network staff to stay abreast of the latest trends and developments in health and economic welfare of older adults.
6. Encourage networking and information sharing among Aging network staff, health care providers, and financial advisors to ensure comprehensive understanding of the trends.
7. Subscribe to relevant professional journals, research publications, and online resources for Aging network staff to stay informed about the most recent studies and findings.

## State Objective 3.3

Increase awareness of available resources and services for older adults living with Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS).

### Outcome 3.3

HHSC OAAA, AAA, and ADRC staff are aware of information and data sources available for older adults living with HIV/AIDS.

### AAA Strategies 3.3

The BAAA will develop the following strategies:

1. Partner with local, state, and national HIV/AIDS organizations to gather and update comprehensive information on resources and services available for older adults living with HIV/AIDS.
2. Host community outreach events, including educational workshops and webinars, to directly inform older adults living with HIV/AIDS and their caregivers about available resources and services.
3. Utilize local media and social media platforms to disseminate information on resources and services available for older adults living with HIV/AIDS.
4. Partner to promote training programs for HHSC OAAA, AAA, and ADRC staff that includes the latest information and data sources on resources and services for older adults living with HIV/AIDS.
5. Encourage regular networking and information sharing among HHSC OAAA, AAA, and ADRC staff to ensure the latest resources and data are being utilized effectively.
6. Foster partnerships with research institutions and healthcare providers that specialize in HIV/AIDS care to ensure that the staff stay updated on the most current data and resources available for older adults living with HIV/AIDS.

## State Objective 3.4

Support participant-directed and person-centered planning for older adults and their caregivers across the spectrum of LTSS, including home, community, and institutional settings.

## **Outcome 3.4**

Increase awareness of participant-directed and person-centered planning for older adults and their caregivers.

### **AAA Strategies 3.4**

The BAAA will develop the following strategies:

1. Educate residents, family members, friends, and facility staff about long-term care residents' rights and person-centered care planning.
2. Make regular visits to all licensed facilities in Bexar County.
3. Document, resolve and close complaints/cases in WellSky.
4. Develop and implement training programs for LTSS providers to ensure they are equipped with the skills and knowledge necessary for participant-directed and person-centered planning.
5. Promote the adoption of participant-directed and person-centered planning methodologies in the standard procedures of LTSS providers.
6. Facilitate collaboration between LTSS providers, older adults, and their caregivers to co-create personalized care plans, emphasizing the voice and choice of the individual receiving care.
7. Leverage technology to provide platforms for remote communication and coordination among caregivers, individuals, and providers, increasing access to person-centered planning across home, community, and institutional settings.
8. Increase awareness of participant-directed and person-centered planning for older adults and their caregivers.
9. Prepare and disseminate informational materials highlighting the benefits and processes of participant-directed and person-centered planning, using various communication channels like social media, local community events, and workshops.
10. In coordination with our partners participate in regular educational seminars and workshops targeted towards older adults and their caregivers to promote understanding and implementation of participant-directed and person-centered planning.

11. Establish partnerships with local health organizations, senior centers, and caregiver groups to enhance the spread of information and resources regarding participant-directed and person-centered planning.
12. Advocate for the incorporation of participant-directed and person-centered planning education into caregiver training and support programs, promoting widespread understanding and application.
13. Promote activities that ensure equity and access to services for those with the greatest economic and social need.

## **State Objective 3.5**

Ensure access to services for all older adults with greatest social need, including populations that experience cultural, social or geographic isolation due to minority religious affiliation, sexual orientation or gender identity.

### **Outcome 3.5**

Increase in outreach efforts to underserved populations to ensure all older Texans have access to OAA services.

### **AAA Strategies 3.5**

1. Collaborate with local organizations representing minority groups to understand their unique needs and barriers to accessing services, and tailor offerings accordingly.
2. Design and implement targeted outreach programs to engage underserved communities and inform them about available resources and services.
3. Provide cultural competency and sensitivity training to service providers to enhance their understanding and capacity to serve diverse populations effectively.
4. Expand service delivery methods, including mobile services or virtual platforms, to reach geographically isolated older adults.
5. Increase outreach efforts to underserved populations in efforts to ensure all older Texans have access to Older Americans Act (OAA) services. Care Specialist will actively engage individual and communities to identify and track essential needs in specific regions.
6. Increase partnerships with community organizations, faith-based institutions and LGBTQ+ organizations that offer needed support groups such as Porter

Loring, Alzheimer's Association, and other representative bodies to extend outreach efforts.

7. Utilize multi-language and culturally sensitive marketing and communication materials to reach diverse populations.
8. Organize community events and informational sessions in locations accessible to underserved populations to promote awareness and enrollment in OAA services.
9. Monitor and evaluate outreach efforts regularly to understand their effectiveness and make necessary adjustments to better reach and serve underserved populations. Benefits Counseling and Care Specialist will continue to spread the awareness of long-term care services in a setting of their choice. At each outreach event Benefits Counselors and Care Specialist will share information and education regarding Home and Community Based Services are fundamental to making it possible for older adults to age in place.

# **Key Topic Area 4: Expanding Access to Home and Community Based Services**

## **State Goal 4**

Provide a coordinated system of in-home and community-based long-term care services that enables older Texans and people with disabilities to be active, engaged and supported in their homes and communities.

### **State Objective 4.1**

Partner in the development of comprehensive, coordinated system of long-term care that enables older adults to receive long-term care referral in settings of their choice and in a manner responsive to their needs and preferences.

#### **Outcome 4.1**

Increase awareness of long-term care services and supports that enable older adults to receive long-term care in settings of their choice.

#### **BAAA Strategies 4.1**

The BAAA will develop the following strategies:

1. Utilize social media, presentations, and health fairs to raise awareness of the ombudsman program.
2. The BAAA Housing Navigator and Local Contact Agent will collaborate with local care providers, social services, and non-profit organizations to create a network of diverse long-term care options that are readily accessible to older adults.
3. Assist in the development of a robust referral system among healthcare providers, social services, and the BAAA network to facilitate seamless coordination of long-term care.
4. Develop and disseminate clear, easily understandable informational materials on available long-term care services and support via various channels, including local media, social media, and community events.



5. Organize workshops, seminars, and community outreach programs aimed at educating older adults and their families about various long-term care options.
6. Partner with local community groups, religious organizations, and healthcare facilities to extend reach and promote awareness of long-term care services.
7. Advocate for policies that promote the visibility and accessibility of long-term care services, particularly those enabling older adults to receive care in their preferred settings.

## **State Objective 4.2**

Ensure care transitions for older adults at risk of institutionalization.

### **Outcome 4.2**

Coordinate information sharing across the aging services network to increase awareness of transition assistance services and facilitate connections with long term services and supports agencies and community programs at the local level.

### **BAAA Strategies 4.2**

BAAA is constantly looking for ways to further assist caregivers and the aging population. While caregiver services are considered to be short term the Alamo Service Connection has been assisting the caregiving support team in attempts to provide caregivers calling in for respite care with long term care information. So, the way that this occurs is that every time an individual calls in for respite care services they are also referred over to a benefits counselor. Benefits counselors have the ability to provide the caregiver with needed information and assistance regard to long term care. The LCA assists with services to facilitate transitions from long-term and rehab facilities to community-based living.

The BAAA will develop the following strategies:

1. Establish partnerships with hospitals, rehab centers, and other healthcare institutions to facilitate effective care transitions for older adults at risk of institutionalization.
2. Develop comprehensive care transition plans that cater to the unique needs and preferences of older adults, incorporating both medical and social support services.

3. Facilitate regular training for caregivers and healthcare providers to ensure they are equipped with the necessary skills and knowledge to support smooth care transitions.
4. Continue to enhance our case management system and our ability to track and support older adults during care transitions, ensuring continuity of care and reducing the risk of readmissions.
5. Coordinate information sharing across the aging services network to increase awareness of transition assistance services and facilitate connections with long-term services and supports agencies and community programs at the local level.
6. Develop a centralized information hub for the aging services network, consolidating resources, services, and agencies on a single platform to foster coordinated care.
7. Host regular information sharing meetings and workshops with the aging services network to update on new resources, share best practices, and facilitate collaborative efforts.
8. Utilize digital tools and social media platforms to disseminate information about transition assistance services and other community-based long-term services and support.
9. Partner with community programs and agencies to enhance outreach efforts, ensuring that older adults, their families, and caregivers are aware of the available resources and services to support care transitions.
10. Provide a coordinated system of in-home and community-based long-term care services that enables older adults and people with disabilities to be active, engaged and supported in their homes and communities.

## **State Objective 4.3**

Enhance integration of health care and social services systems.

### **Outcome 4.3**

Increase knowledge and awareness of all health care and social services available for older adults.

## **BAAA Strategies 4.3**

The ASC will use the information database to continue providing information and referrals for available resources in the service area of the BAAA. Using person-centered counseling, the ASC will identify critical needs, accessibility to resources, and the potential for Long-Term Services & Supports (LTSS). The ASC's goal is to provide individuals with an array of options and choices, simplify finding assistance, and provide all information needed to create a key point of access.

The BAAA will develop the following strategies:

1. Foster stronger partnerships and cross-sector collaboration between health care providers and social service agencies, promoting a more integrated approach to service provision.
2. Develop and promote shared care plans that consider both health care and social service needs, creating a more holistic support network for older adults. Care Coordination/Caregiver Support and Benefits Counseling will work closely to ensure every client that is assisted with Short Term Services also has access to Long Term Support Service.
3. Continue to improve information exchange platforms to facilitate communication and coordination between health care and social service providers, ensuring seamless service integration.
4. Advocate for policies that promote and enable the integration of health care and social services, emphasizing a person-centered approach.
5. Develop comprehensive, user-friendly resources detailing available health care and social services, and disseminate these through various community outreach events.
6. Conduct community workshops, presentations, and seminars to educate older adults, their families, and caregivers about the range of available services and supports.
7. Leverage local media and digital platforms, including social media, to raise awareness about the array of health care and social services available.
8. Partner with other community organizations, faith-based groups, and local businesses to extend the reach of awareness campaigns and provide more touchpoints for older adults to learn about available services.

# Key Topic Area 5: Caregiving

Enhance services and supports for caregivers.

## State Goal 5

Promote and enhance activities that provide a coordinated system of services and supports for caregivers.

## State Objective 5.1

Enhance awareness of caregiving services and supports.

## Outcome 5.1

Increase awareness of caregiving services and supports.

## BAAA Strategies 5.1

In order to increase awareness of caregiver services and support the BAAA will employ caregiver support staff to collaborate with ASC, MIPPA staff, and other ACOG departments, along with community partners to promote caregiver services. The BAAA will also collaborate with local media outlets to increase awareness of caregiving services through print media, TV broadcast, radio interviews, and social media campaigns that will reach the targeted population.

The BAAA will develop the following strategies:

1. BAAA will utilize caregiver support staff to conduct outreach. The purpose is to continuously collaborate with ACOG departments while informing caregivers and the aging population about services and benefits that are available.
2. Continue to refine our informative and accessible website and/or digital platform that outlines available caregiving services and supports, eligibility criteria, and the process to access them.
3. Conduct outreach activities in community centers, places of worship, local events, and other public forums to disseminate information about caregiving services and supports.

4. Collaborate with local media outlets to disseminate information on caregiving services and supports through news segments, articles, podcasts, and social media campaigns.
5. Develop and distribute print materials such as brochures, posters, and newsletters that outline available caregiving services.
6. Offer educational workshops and seminars for caregivers and families, covering a range of topics such as understanding caregiver stress, navigating available resources, and adopting effective caregiving strategies.
7. Develop partnerships with local businesses and employers to provide information on caregiving services and supports to their employees, recognizing the number of employed individuals who may also be caregivers.
8. Implement a referral system among healthcare providers, social workers, and community organizations to guide individuals to appropriate caregiving services and supports.
9. Utilize digital and social media platforms to reach a larger audience, share stories of caregivers, and provide information on available resources and supports.

## **State Objective 5.2**

Coordinate Title III caregiving efforts with the Lifespan Respite Care program.

### **Outcome 5.2**

Increase awareness of caregiving resources within the state to ensure appropriate referrals and assistance is provided by the Lifespan Respite Care program.

### **BAAA Strategies 5.2**

The BAAA will develop the following strategies:

1. The ASC coordinates with the Intellectual and Development Disabilities (IDD) department to identify individuals eligible for the Texas Lifespan Respite Care program.
2. Develop a formal liaison between Title III caregiving services and the Lifespan Respite Care program to foster collaboration, resource sharing, and service coordination.

3. Implement cross-training programs for staff in both Title III caregiving services and the Lifespan Respite Care program, promoting knowledge sharing and integration of services.
4. Conduct joint outreach and education campaigns to inform caregivers about both Title III services and the Lifespan Respite Care program, emphasizing how these services can work together to support them.
5. Develop and distribute comprehensive resource guides detailing all caregiving services and supports available, including both Title III services and Lifespan Respite Care program.
6. Organize community-based workshops, seminars, and webinars to educate caregivers, families, and healthcare providers about available resources and referral processes.
7. Leverage digital platforms and social media to disseminate information widely, share caregiver experiences, and connect individuals with appropriate resources.
8. Strengthen partnerships with healthcare providers, community organizations, and local businesses to ensure information about caregiving resources reaches caregivers from diverse backgrounds and in various contexts.

## **State Objective 5.3**

Coordinate with the National Technical Assistance Center on Grandfamilies and Kinship families.

### **Outcome 5.3**

Increase coordination with AAAs, ADRCs, and providers with the National Technical Assistance Center on Grandfamilies and Kindship Families (the Center).

### **AAA Strategies 5.3**

The BAAA will develop the following strategies:

1. The BAAA will begin coordinating with the National Technical Assistance Center on Grandfamilies and Kinship Families. BAAA staff will work to ensure that assistance is provided to the National Technical Assistance Center on Grandfamilies and Kinship Families by increasing awareness and assisting with the organization's mission.

2. Establish regular communication channels with the National Technical Assistance Center on Grandfamilies and Kinship Families to discuss trends, needs, and effective strategies.
3. Participate in national meetings, webinars, and workshops provided by the Center to stay updated on the latest research and resources.
4. Involve the Center in local task forces or advisory councils related to caregiving, fostering knowledge exchange and collaboration.
5. Collaborate with the Center on joint projects, such as research studies or community initiatives, to improve services for grandfamilies and kinship families in Bexar County.
6. Partner in the development of a joint training program with the Center to enhance the skills and knowledge of BAAAs, ADRCs, and service providers in serving grandfamilies and kinship families.
7. Establish a referral process between local service providers and the Center, enhancing the ability to connect families with the appropriate resources and services.
8. Create a shared digital platform for exchanging information, resources, and best practices with the Center and other service providers.
9. Organize community events and information sessions jointly with the Center to increase public awareness of the resources available for grandfamilies and kinship families.

## **State Objective 5.4**

Monitor and implement recommendations from the Recognize, Assist, Include, Support, & Engage (RAISE) Family Caregiving Advisory Council and Advisory Council to Support Grandparents Raising Grandchildren.

### **Outcome 5.4**

Increase coordination with BAAAs, ADRCs, and providers with the National Technical Assistance Center on Grandfamilies and Kinship families.

### **BAAA Strategies 5.4**

The BAAA recognizes the five priority areas of recommendations identified by the Recognized, Assist, Include, Support, & Engage (RAISE) Family Caregiving Council. BAAA staff will begin implementing the recommendations from RAISE. The BAAA is

currently working on increasing awareness of family caregiving, access to services and supports, integrating caregivers so that they are included into processes and systems, all the while coordinating with the National Technical Assistance Center on Grandfamilies and Kinship Families to assist with research/data collection. The BAAA will work with ASC, MIPPA staff, other AACOG departments, and community partner Texas Grandparents Raising Grandchildren to ensure that cohesive coordination with all departments/areas across the Area Agency on Aging takes place.

The BAAA will develop the following strategies:

1. Actively participate in RAISE Family Caregiving Advisory Council and Advisory Council to Support Grandparents Raising Grandchildren to stay current on their recommendations and developments.
2. Develop a coalition within the BAAA to review, assess, and integrate the recommendations of both the councils into local plans and programs.
3. Establish regular training sessions for BAAA, ADRCs, and service providers to update them on the councils' recommendations and how to implement them effectively.
4. Advocate for the implementation of the councils' recommendations at the local level through community outreach and awareness campaigns.
5. Develop a robust collaboration system with the Center, sharing best practices, data, and insights.
6. Coordinate the dissemination of educational materials and resources from the Center to local service providers and the public.
7. Foster cooperation with the Center to provide specialized training for BAAAs, ADRCs, and service providers on supporting grandfamilies and kinship families.
8. Work with the Center to develop and implement community outreach programs to raise public awareness about the resources available for grandfamilies and kinship families.



## Section 9. Performance Measures

Complete Table 6. Performance Measures using State *Fiscal Year* (SFY) numbers.

**Table 6. Performance Measures**

Performance Measure	Actual SFY 2022	Projected SFY 2024	AAA Strategies
Number of unduplicated active certified Ombudsman	36	26	1.8 & 4.1
Number of unduplicated persons receiving care coordination	1812	1687	1.1, 2.4, 2.6 & 4.3
Number of unduplicated persons receiving legal assistance (age 60 and over)	1197	1197	5.4
Total care coordination expenditures	377,747	311,437	1.1, 2.4, 2.6 & 4.3
Average cost per care coordination client	184.61	184.61	1.1, 2.4, 2.6 & 4.3
Total legal assistance (age 60 and over) expenditures	64,620	71,000	5.4
Average cost per person receiving legal assistance	60	100	5.4
Cumulative number of visits to assisted living facilities by a certified Ombudsman	1059	800	3.4
Total expenditures Ombudsman program (federal, state, other federal, program income, and local cash)	382,426	429,217	1.8. 4.1
Unduplicated number of assisted living facilities visited by an active certified Ombudsman	162	155	3.4
Percentage of complaints resolved and partially resolved in nursing homes and assisted living facilities	94	85	1.8
Number of unduplicated persons receiving congregate meals	7130	7745	1.3, 3.1
Number of congregate meals served	190,018	450,000	1.3, 3.1

<b>Performance Measure</b>	<b>Actual SFY 2022</b>	<b>Projected SFY 2024</b>	<b>AAA Strategies</b>
Number of unduplicated persons receiving home-delivered meals	8756	4665	1.3, 3.1
Number of home-delivered meals served	663,027	450,000	1.3, 3.1
Number of unduplicated persons receiving homemaker services	138	144	1.1, 2.4, 2.6 & 4.3
Number of unduplicated persons receiving personal assistance	110	81	2.4, 3.5 & 4.3
Number of homes repaired/modified (residential repair service)	346	139	1.1, 2.4, 2.6 & 4.3
Number of one-way trips (demand response transportation service)	12,098	\$278,254	2.7, 2.5
Total congregate meal expenditures	\$1,120,445	\$3,001,500	1.3, 3.1
Average cost per congregate meal	\$5.89	\$6.67	1.3, 3.1
Total home delivered meal expenditures	\$3,628,176	\$2,389,500	1.3, 3.1
Average cost per home-delivered meal	\$5.47	\$5.31	1.3, 3.1
Total homemaker services expenditures	63905	42,094	1.1, 2.4, 2.6 & 4.3
Average cost per person receiving homemaker services	292.32	292.32	2.4, 3.5 & 4.3
Total personal assistance services expenditures	34525	17,656	2.4, 3.5 & 4.3
Average cost per person receiving personal assistance services	649	649	2.4, 3.5 & 4.3
Average cost per modified home (residential repair service)	649	649	1.1, 2.4, 2.6 & 4.3

## Section 10. Summary of Services

Legal References: 2020 OAA 306(a)(1), 306(a)(2), 306(a)(7); 26 TAC 213(C)(3)

### Provided Services

Please refer to [the HHSC Services Definitions for Area Agencies on Aging Federal Fiscal Year 2023](#).

**Table 7. Services To Be Provided During This Area Plan (FFY 2024 – FFY 2026)**

Service Name (As of FFY 2023)	Provided During this Area Plan? Yes or No	Direct Service of AAA? Yes or No
Area Agency Administration	YES	YES
Assisted Transportation	YES	NO
Care Coordination (Case Management)	YES	YES
Caregiver Counseling	YES	NO
Caregiver Information Services	YES	NO
Caregiver Support Coordination (caregiver Case Management)	YES	YES
Caregiver Support Groups	YES	NO
Caregiver Training	YES	NO
Chore Maintenance	YES	NO
Congregate Meals	YES	NO
Data Management	YES	YES
Day Activity and Health Services	NO	NO

<b>Service Name (As of FFY 2023)</b>	<b>Provided During this Area Plan? Yes or No</b>	<b>Direct Service of AAA? Yes or No</b>
Emergency Response	YES	NO
Evidence-Based Intervention (Health Promotion)	YES	YES
Health Screening and Monitoring (Health Promotion)	NO	NO
HICAP Assistance	YES	YES
Home Delivered Meals	YES	NO
Homemaker	YES	NO
Homemaker - Voucher	YES	NO
Income Support	YES	NO
Information, Referral and Assistance	YES	YES
Instruction and Training	YES	NO
Legal Assistance – 60 years and older	YES	NO
Legal Awareness (Legal Outreach)	YES	YES
Mental Health Services (Health Promotion)	YES	NO
MIPPA Outreach and Assistance	YES	YES
Nutrition Consultation	NO	NO
Nutrition Counseling	YES	NO
Nutrition Education	YES	NO
Ombudsman	YES	YES
Outreach	YES	YES
Participant Assessment – Access and Assistance	YES	NO
Participant Assessment – Nutrition Services	YES	NO
Personal Assistance	YES	NO

Service Name (As of FFY 2023)	Provided During this Area Plan? Yes or No	Direct Service of AAA? Yes or No
Physical Fitness (Health Promotion)	YES	NO
Public Information Services	YES	NO
Recreation (Health Promotion)	NO	NO
Residential Repair	YES	NO
Respite In Home	YES	NO
Respite Out of Home	YES	NO
Respite Out of Home, Overnight	NO	NO
Respite - Voucher	YES	NO
Senior Center Operations	NO	NO
Social Reassurance	YES	NO
Special Initiative	NO	NO
Transportation	YES	NO
Transportation - Voucher	NO	NO
Visiting	NO	NO

## Service Delivery Narratives

In this section, provide narrative descriptions for **all** services that are anticipated to be provided during this area plan period (FFY 2024 through FFY 2026). Please refer to Table 7 and include all services that were indicated as **Yes** in the column for: *Provided During this Area Plan?*

Describe each service using the “5 Ws and H” approach:

- What service is being provided in the PSA?
- Who is the targeted audience of the service within the PSA?
- Where will the service be provided in the PSA? (for example, the specific geographical area, facility or physical building, provided in-person and/or virtual, etc.).
- When will the service be provided in the PSA? Describe duration and frequency of the service.
- Why is it important to provide the service in the PSA? Describe unmet needs and barriers older adults experience.
- How is the service being provided in the PSA? Include whether the service is contract, sub-recipient agreement or provided as a direct service. Identify service providers in the PSA and the counties served by each provider.

This section includes sub-headings to categorize similar services together. Although a service may fit into multiple categories, it is only required to provide a single narrative for that particular service. The sub-headings/categories begin on the next page and are as follows: BAAA Administrative Functions; Case Management Services; Information and Assistance Services; Transportation Services; Nutrition Services; Legal Services; Caregiver Services; In-Home Services; Health Services (physical, mental and behavioral); Evidenced-Based Interventions (EBIs); and All Other Services To Assist Independence.

## AAA Administrative Functions

Participant Assessment – Access & Assistance provides funding as AAA *Administrative Function* for aging adults and or Caregiver in the Bexar area. Participant Assessment – Access and Assistance are activities directly related to the initial assessment and require reassessment of an aging adult for supportive services provided directly by the BAAA. Participant Assessment – Access and Assistance is offered as one contact; one complete assessment or reassessment is one contact.

What: The service offered is "Participant Assessment – Access & Assistance," an integral part of AAA Administrative Function. This involves a meticulous evaluation of the needs and requirements of aging adults and their caregivers, facilitating them with appropriate supportive services.

Who: The primary beneficiaries are aging adults and/or their caregivers in the PSA.

Where: This service will be provided predominantly in the Bexar area. The assessment can occur at designated facilities, the individual's residence, or even virtually, depending on the specifics of the PSA's approach and the preferences or constraints of the aging adult or caregiver.

When: The assessment is conducted as per the individual's or caregiver's request for supportive services. Once initiated, the assessment will be offered as a one-time contact. However, periodic reassessments will be undertaken based on the need or as circumstances change, with each complete assessment or reassessment considered as one contact.

Why: Aging adults and their caregivers often grapple with the challenges of identifying the right services that can aid their specific circumstances and needs. Moreover, as conditions change – be it health, financial, or living arrangements – there arises a need to reassess and realign the supportive services. This assessment acts as a crucial bridge in understanding these needs, ensuring the older adults and caregivers receive timely and appropriate support, thereby promoting well-being, independence, and a better quality of life.

How: The service is presented under the umbrella of the AAA Administrative Function, which means it is a core aspect of the PSA's role. While details on the exact mechanism of provision (contract, sub-recipient agreement, or direct service) are not explicitly stated, it can be inferred that this assessment is provided directly

by the BAAA. The primary service provider for this offering in the PSA is BAAA, and it predominantly serves the counties or regions within the Bexar area.



## Case Management Services

Assisted Transportation provides funding as *Case Management Services* for aging adults and or Caregiver in the Bexar area. Assisted Transportation provides funding to provide assistance and transportation including escort or other appropriate assistance, for a person who has difficulties (physical or cognitive) using regular vehicular transportation. Assisted Transportation is offered with a spending cap based on funding availability and enhances the quality of life for our aging adults and provides support in maintaining their independence. BAAA can provide this service with the partnership of AACOG Contracted Vendors.

What: Assisted Transportation offers tailored vehicular transport solutions, inclusive of escorts or other forms of aid, for individuals facing challenges with conventional transport due to physical or cognitive barriers.

Who: The primary beneficiaries are aging adults and/or their caregivers in the PSA.

Where: Services are predominantly available within the Bexar area.

When: The provision of Assisted Transportation is dependent on funding availability and may have a spending cap.

Why: This service is vital for maintaining the independence and quality of life of aging adults, especially those who face barriers to mobility.

How: BAAA facilitates this service in collaboration with AACOG Contracted Vendors.

Care Coordination (CC) provides funding as *Case Management Services* for aging adults in the Bexar region. CC is a service that assesses the needs of older persons in order to effectively plan, arrange, coordinate, and follow up on services. CC is offered as units; a unit is the time spent by staff or a qualified designee engaged in working with an eligible person.

What: CC is a comprehensive service encompassing assessment, planning, arrangement, coordination, and follow-up of services tailored to the needs of aging persons.

Who: Aging adults in the Bexar region.

Where: Primarily in the Bexar area.

When: Offered as units, each unit represents the time spent by staff or a qualified designee engaged in assisting an eligible person.

Why: CC ensures that aging adults receive a personalized and efficient suite of services that address their unique needs.

How: The service is managed by BAAA.

Caregiver Support Coordination provides funding as *Case Management Services* for aging adults and their Caregiver in the Bexar region. Caregiver Support Coordination is a service provided to a caregiver to assess the need of a caregiver to effectively plan, arrange, coordinate, and follow up on services. Caregiver Support Coordination is offered as units, a unit is the time spent by staff or a qualified designee engaged in working with an eligible person.

What: This service aims to assess, plan, arrange, and follow up on services tailored for caregivers, ensuring their needs are met.

Who: Caregivers and aging adults in the Bexar region.

Where: Primarily in the Bexar area.

When: Like CC, this service is also offered as units.

Why: Caregivers play a crucial role in the well-being of aging adults, and their own well-being and efficiency are paramount.

How: Managed by BAAA.

Health Maintenance (HM) provides funding as *Case Management Services* for aging adults and or Caregiver in the Bexar region. HM provides funding for durable medical supplies (i.e., pull-ups, wipes, bed pads, protein shakes and rollator) this service is offered with a spending cap based on availability of funds and is offered to the client one time per fiscal year. HM enhances the quality of life for our aging adults and provides support in maintaining their independence. BAAA can provide this service through partnerships with AACOG Contracted Vendors.

What: HM offers funding for vital durable medical supplies.

Who: Aging adults and/or their caregivers in the Bexar region.

Where: Primarily in the Bexar area.

When: Provided annually, with a spending cap based on funding availability.

Why: Ensuring that aging adults have access to essential medical supplies is crucial for their health and independence.

How: BAAA, in partnership with AACOG Contracted Vendors, provides this service.

Residential Repair (RR) provides funding as *Case Management Services* for minor repairs or modification to address health and safety concerns for aging adults and or Caregiver in the Bexar region. RR service is offered with a spending cap based on availability of funds and is offered to clients one time per fiscal year. RR is offered to enhance the quality of life for our aging adults and provides support in maintaining their independence. BAAA can provide this service with the partnership of AACOG Contracted Vendors.

What: RR funds minor repairs or home modifications to address health and safety concerns.

Who: Aging adults and/or their caregivers in Bexar.

Where: Bexar region.

When: Offered annually, with a spending cap based on available funds.

Why: Safe living conditions are essential for the well-being and independence of aging adults.

How: BAAA collaborates with AACOG Contracted Vendors for the provision of this service.

Chore Maintenance (CM) provides funding as *Case Management Services* to an AACOG Contracted Vendor to perform heavy household tasks which an aging adult is not able to perform on their own (i.e., scrubbing floors, washing walls, or washing windows inside & outside) moving heavy furniture or maintenance such as yard work in the Bexar region. CM service is offered for a two to three week period, depending on vendor rate, frequency in use and contingent on available funding. CM is offered to enhance the quality of life for our aging adults and provides temporary support in maintaining their independence. BAAA can provide this service with the partnership of AACOG Contracted Vendors.

What: CM provides assistance with heavy household tasks that aging adults cannot perform independently.

Who: Aging adults in the Bexar region.

Where: Bexar region.

When: Services are available for a period of two to three weeks, subject to vendor rates and funding availability.

Why: Such tasks, if left undone, can impede the quality of life and well-being of aging adults.

How: BAAA and AACOG Contracted Vendors collaboratively offer this service.

Income Support (IS) provides funding as *Case Management Services* for aging adults and or Caregiver in the Bexar region. IS provides funding for goods or services, this service is offered with a spending cap based on funding availability and is offered to clients one time per fiscal year. IS enhances the quality of life for our aging adults and provides support in maintaining their independence. BAAA can provide this service with the partnership of AACOG Contracted Vendors.

What: IS provides funding for essential goods or services.

Who: Aging adults and/or their caregivers in Bexar.

Where: Bexar region.

When: Provided annually, subject to funding availability and spending caps.

Why: Financial constraints can hinder the quality of life and independence of aging adults.

How: The service is facilitated by BAAA in partnership with AACOG Contracted Vendors.

## Information and Assistance Services

The BAAA Alamo Service Connection (ASC) is at the forefront in access to services provided as well as resources available in the Metropolitan Statistical (MSA). ASC is the primary screener and access point for BAAA services using person-centered counseling to provide options on service needs. The ASC field calls in an attempt to identify different needs as well as assisting in the self-identification of caregiving. By using the extensive database, the ASC provides information on additional services in the service area as well as information on those provided through BAAA.

**What:** ASC operates as a pivotal access point for BAAA services, utilizing person-centered counseling to present service options. It serves as the primary screener for BAAA services and provides extensive information on both internal and external services available within the MSA.

**Who:** The general public seeking information on services within the MSA.

**Where:** Primarily within the Metropolitan Statistical Area (MSA).

**When:** Continuously, throughout the area plan period.

**Why:** ASC aids in the identification of diverse needs, facilitating the provision of appropriate services and resources.

**How:** Directly managed by BAAA, serving as the front-line for service access.

Caregiver Information Services ACOG provides funding under *Information and Assistance Services* to contracted vendors and staff administering information to informal Caregivers, Grandparents, or relatives caring for children 18 years of age and under, as well as the public. This is done through handing out publications, large group presentations, seminars, health fairs, outreach events, mass media and resource libraries. BAAA can provide this service throughout the fiscal year depending on funding availability.

**What:** Dissemination of information to informal caregivers, grandparents, and other relatives overseeing children below 18. This is executed through various mediums such as presentations, publications, health fairs, and more.

**Who:** Informal caregivers, grandparents, and relatives overseeing children under 18, and the general public.

Where: The Bexar region.

When: Offered throughout the fiscal year, contingent on funding availability.

Why: Providing essential information helps caregivers in making informed decisions and accessing necessary resources.

How: Managed by BAAA, with services executed by contracted vendors and staff.

Outreach provides funding as *Information and Assistance Services* for aging adults and or Caregiver in the Bexar region. Outreach is the interaction with a person initiated by the BAAA to identify potential participants and to encourage them to use OAA services and benefits. Outreach is offered as one-on-one contact between the BAAA and an aging adult.

What: Initiatives undertaken by BAAA to identify potential participants and motivate them to access OAA services and benefits.

Who: Aging adults and/or their caregivers.

Where: Within the Bexar region.

When: Ongoing throughout the area plan period.

Why: To proactively engage and provide essential services to aging adults and their caregivers.

How: Directly managed by BAAA through one-on-one interactions.

In addition to providing Benefits Counseling services, outreach activities are conducted to inform eligible individuals of available benefits. Increasing public awareness about Medicare and extra Help programs is a primary focus on the State Health Insurance Program (SHIP). Throughout the year, BAAA conducts presentations on Medicare, prescription drug plans, and Medicare supplemental and Medicare Advantage policies through media outlets, senior centers, church groups, senior learning centers and assisted living facilities. BAAA staff and volunteers make presentations to consumers, caregivers, and professionals regarding public benefits, and private health insurance as well as attending health fairs.

What: Beyond Benefits Counseling, BAAA offers outreach endeavors to educate eligible individuals about available benefits. They concentrate on enhancing public

knowledge on Medicare and supplementary Help programs. This includes conducting presentations on various topics related to Medicare.

Who: Consumers, caregivers, professionals, and the general public.

Where: Throughout the Bexar region, including senior centers, churches, learning centers, assisted living facilities, and more.

When: All year round, with specific activities aligned with Medicare Open Enrollment events.

Why: Ensuring that eligible individuals are well-informed about their available benefits can drastically improve their quality of life and health outcomes.

How: Through a combination of BAAA staff, volunteers, and partnerships. Notably, BAAA has an MOU with the City of San Antonio's Library Department, enabling them to utilize libraries for presentations and events. Additionally, they are in dialogue with Deaf Link Inc. to cater to the needs of the deaf community.

BAAA has a Memorandum of Understanding (MOU) with the City of San Antonio (CoSA's) Library Department which allows the HICAP program to utilize libraries throughout the community to conduct presentations, and host annual Medicare Open Enrollment events. The MOU allows SHIP to easily partner with librarians throughout a diverse community to provide English and Spanish onsite presentations and materials to these groups. Additionally, we have initiated dialogue with and are prepared to partner with Deaf Link Inc. to provide services to our underserved deaf community.

## Transportation Services

Transportation is a high priority for BAAA. Transportation is necessary for access to healthcare, community participation, and overall quality of life. As the population increases, there are more drivers on the roads and commute times are lengthened, which is a deterrent for older adults to drive under those conditions. Family members often help, but it can be inconvenient for working family members to take time off to drive their loved ones to medical appointments, grocery stores, shopping malls and social service agency appointments. Transportation Services are being provided for Older Adults aged 60 and older for medical services and social outings. In Bexar County, there is a high incidence of dialysis and transportation to dialysis centers critical to sustain life. The BAAA receives requests for transportation through ASC. BAAA staff contacts Older Adults, confirms eligibility, and submits requests for transportation through contracted vendors. The BAAA has three (3) contracted vendors, Medi-Ryde, Presa, Somerset and Alamo Regional Transit (ART) to provide services within Bexar County. This service is curbside and is provided Monday through Saturday 6am – 6 pm.

The BAAA will maintain its partnership with existing vendors and continue to vet opportunities for other transportation contractors to increase availability of transportation services.

**What:** Transportation services for access to medical care, community activities, social outings, and other essential destinations. This includes transportation to dialysis centers, which is critical for many older adults.

**Who:** Targeted primarily at Older Adults aged 60 and over within the PSA.

**Where:** Within Bexar County. Transportation is provided from the curbside of the older adult's residence to the curbside of their destination.

**When:** Services are available Monday through Saturday, from 6 am to 6 pm. Frequency is based on individual needs and service requests.

**Why:** There's an increasing need for reliable transportation for the older population, especially considering the challenges they face, such as longer commute times due to increased road traffic, reluctance to drive under such conditions, and the inability of working family members to always assist with transportation. Specifically, in Bexar County, there's a high prevalence of individuals requiring regular dialysis, making consistent transportation crucial for their well-being.



How: Services are managed and overseen by the BAAA. Requests for transportation are channeled through the ASC, and once eligibility is confirmed, BAAA staff coordinates with contracted vendors to fulfill the transportation needs. Currently, there are three contracted vendors - Medi-Ryde, Presa, Somerset, and Alamo Regional Transit (ART) - that operate within Bexar County to provide these services. As part of their ongoing commitment, the BAAA continues to foster relationships with these vendors and is actively exploring opportunities to collaborate with more transportation providers to further enhance service availability.

## Nutrition Services

Congregate and Home Delivered Meals services are a top priority for the BAAA and have the largest consumer base and primary source of funding for BAAAs.

### Congregate Meals

BAAA will work with our partners and providers to prepare to service the additional potential population. Because of this, HHS created an initiative to gather comprehensive statewide data to potentially reduce social isolation by connecting seniors to other members of their community through congregate meals.

The BAAA has one contracted subrecipient and six (6) providers for the congregate meal program. The subrecipient contractor is City of San Antonio and the following are the contractor vendors, Christian Village Apartments, Greater Randolph Area Services Program (GRASP), Kirby Senior Center, Madonna Center, Inc., Presa Community Center and City of Schertz.

Some providers prepare meals in their fully equipped kitchens while others purchase prepared meals from local food service businesses. Most participating older adult nutrition centers operate Monday-Friday from 9:00 am to 3:00 pm. Nutrition Education is provided to meal recipients through presentations and/or other resource materials focused on understanding healthy eating components. Eligibility is verified by staff. The City of San Antonio through participating public libraries is also loaning tablets to seniors that are not able to attend the Nutrition Education and offer online nutrition education.

BAAA plans to allocate funding to serve **5,178** clients and **450,000** meals in FY2024-2025.

Because of the distance between congregate meal sites and older adult residences, transportation remains to be a challenge for older adults to get to the congregate meal sites. The BAAA will work in partnership with providers and local governments to extend transportation resources to increase participation in congregate meal programs. The BAAA will continue to review areas of need and encourage senior centers to add to their programs, the congregate meal nutrition program.

### Home Delivered Meals

Many older adults are homebound, the home delivered meals service provides a nutritious meal five days a week. This is particularly important to homebound older

adults who are already dealing with health and mobility issues, so having a prepared meal delivered to their home can help improve their quality of life. Research shows that social isolation can have a direct impact on cardiovascular disease, decreased sleep, depression and anxiety that can lead to brain aging such as dementia. Home Delivered Meals provide clients with nutrition and social interaction daily from which the clients realize great benefits.

Bexar BAAA has one contracted subrecipient for home delivered meals. Meals on Wheels San Antonio (MOWSA) has been providing home delivered meals for several years. Bexar County is their service area along with Atascosa and Frio Counties. MOWSA provides home delivered meals Monday – Friday. Depending on the assessed need of the older adult, home delivered meals can include meals for the weekend. Bexar BAAA plans to increase the amount of funding allocated and serve 3,753 clients and 450,000 meals in FY2024-2025. The BAAA will focus on cultivating existing partnerships with nutrition providers to gauge continued needs and ways to meet that need. The BAAA will leverage resources with local nutrition providers to distribute BAAA brochures to inform HDM recipients of support and services that are available to them in addition to a meal. In addition, BAAA will seek out new providers in areas in Bexar County currently not being served.

## Legal Services

The Benefits Counseling is to provide accurate and objective health insurance counseling, assistance, and advocacy in relation to Medicare, private health insurance, and public benefits such as Medicaid, and SNAP (Supplemental Nutrition Assistance Program). HHSC provides for these services under its service definition of Legal Assistance, 60 and older; Legal Assistance for those less than 60 years of age (Medicare enrollees, eligible disabled, and Medicare pre-enrollees); and Legal Awareness, the dissemination of accurate and relevant information about public entitlements, long-term care services, planning/protection options, and consumer needs.

ASC serves as the primary screener and access point for BAAA Benefits Counseling services. BAAA is among a limited number of Texas AAAs that use Title IIIB funding to provide seniors with access to free legal aid. BAAA manages this program through a partnership with local legal partners, which contracts with BAAA to recruit local attorneys to provide legal services at a discounted rate for BAAA clients. These agencies provide the following services for BAAA Clients:

1. Legal advice and representation by an attorney- Including counseling, and or other appropriate assistance by a para-legal or law student under the supervision of an attorney.
2. Representation – If the client’s problem requires more than advice and counsel and the case is not referred to another source, the program provides an attorney to represent the client to achieve a resolution to the legal problem. Representation may include legal research negotiation, preparation of legal documents, correspondence with, appearance at administrative hearings or at a minimum, advice, and counsel, representation, and education service components.
3. Research- Gathering information about laws, rights, or interpretation of laws that may be performed at any point after intake has occurred, to resolve an individual’s legal problems. Such information will be used to assist providers of legal services in counseling individuals, in representing them in hearings and courts of law or in negotiations with potential legal adversaries.
4. Preparing legal documents- Including writing documents that are used to protect individual rights, such as contracts, Wills, or leases, which might later be used in a court of law.

## Caregiver Services

Caregiver Respite In Home provides *Caregiver Services* on temporary basis to Caregivers of aging adults in the Bexar region. AACOG Contracted Vendors provide staffing to provide Respite In Home Services to clients. The duration of services are dependent on Vendor reimbursement rate and how frequently the client schedules services.

What: Temporary in-home respite services for caregivers of aging adults.

Who: Caregivers of older adults residing in the Bexar region.

Where: Services are provided directly within the homes of the clients in the Bexar region.

When: Duration and frequency depend on vendor reimbursement rates and how often the client schedules services.

Why: Caregivers often face burnout and exhaustion due to continuous caregiving responsibilities. Respite services allow them to take necessary breaks, ensuring both their well-being and quality care for aging adults.

How: Provided through AACOG Contracted Vendors who offer in-home respite staffing. Service duration is influenced by vendor reimbursement rates.

Caregiver Respite Out of Home (no overnight) provides *Caregiver Services* on temporary basis to Caregivers of aging adults in the Bexar region. AACOG Contracted Vendors provide staffing to provide Respite Out of Home Services to clients. The duration of services are dependent on Vendor reimbursement rates and how frequently the client schedules services.

What: Temporary out-of-home respite services (excluding overnight stays) for caregivers of aging adults.

Who: Caregivers of older adults in the Bexar region.

Where: At designated facilities or settings in the Bexar region.

When: The duration is contingent on vendor reimbursement rates and how frequently services are scheduled by clients.

Why: To give caregivers a temporary relief from their duties, ensuring their well-being and the quality of care provided to aging adults.

How: AACOG Contracted Vendors provide necessary staffing for out-of-home respite services. Service duration is guided by vendor reimbursement rates.

Caregiver Respite Voucher provides *Caregiver Services* on temporary basis to Caregiver of aging adults in the Bexar region. AACOG provides funding to clients to hire staff to provide Caregiver Respite Services. The duration of services are dependent on reimbursement rate and how frequently the client schedules services. Caregiver Respite Voucher services enhance the quality of life for our aging adults and provide support in maintaining their independence and provides personal time away from daily responsibility of Caregiving. BAAA can provide this program to our Caregivers of aging adults to empower them to be more involved in hiring a care provider.

What: Vouchers for temporary caregiver respite services.

Who: Caregivers of aging adults in the Bexar region.

Where: Vouchers can be redeemed with approved providers in the Bexar region.

When: The duration is based on the reimbursement rate and the frequency clients schedule services.

Why: Vouchers enhance the quality of life for aging adults, help in maintaining their independence, and offer caregivers a break from their continuous responsibilities.

How: AACOG provides funding, allowing caregivers to hire staff for respite services. The BAAA program empowers caregivers, enabling them to hire their preferred care providers.

Caregiver Training provides funding under *Caregiver Services* to AACOG Contracted Vendor to provide Caregivers with instruction to improve knowledge and performance of specific skills related to their Caregiving roles and responsibilities. Skills may include activities related to health, nutrition, and financial management, providing personal care and communication with health care providers and other family members. Training may be conducted in person or online and be provided in individual or group settings.

What: Training sessions aimed at enhancing caregivers' skills and knowledge related to their roles.

Who: Caregivers in the Bexar region.

Where: Training may be conducted in-person or online, either individually or in group settings.

When: Offered periodically based on the needs and scheduling of caregivers.

Why: Proper training equips caregivers with vital skills, such as health and nutrition knowledge, financial management, communication, and personal care provision.

How: ACOG funds a contracted vendor to deliver these training sessions to caregivers. The training can be tailored to meet specific skill improvement needs.

## In-Home Services

These services are offered to enhance the quality of life for our aging adults and provide support in maintaining their independence. BAAA can provide this service with the partnership of AACOG Contracted Vendors.

Home Maker Services (HmMkr) provides temporary services to Aging Adults in the Bexar region. AACOG Contracted Vendors provide staffing to provide In Home Services to clients. The duration of service is dependent on Vendor reimbursement rate and how frequently the client schedules services.

What: Temporary in-home services for aging adults.

Who: Aging adults residing in the Bexar region.

Where: Services are provided directly within the homes of the clients in the Bexar region.

When: Duration and frequency depend on vendor reimbursement rates and how often the client schedules services.

Why: Aging adults sometimes require assistance with daily activities to maintain their independence and quality of life.

How: Services are provided through AACOG Contracted Vendors. These vendors offer in-home services, with service duration influenced by vendor reimbursement rates.

Home Maker (HmMkr) Voucher provides funding to aging adults in the Bexar region. AACOG provides funding to clients to hire staff to provide In Home Services. The duration of service is dependent on reimbursement rate and how frequently the client schedules services.

What: Vouchers for in-home services for aging adults.

Who: Aging adults in the Bexar region.

Where: Vouchers can be redeemed with approved providers in the Bexar region.

When: The duration is based on the reimbursement rate and the frequency clients schedule services.



Why: Vouchers enable aging adults to select and procure in-home services tailored to their specific needs, promoting independence.

How: AACOG provides funding, allowing aging adults to hire staff for in-home services. The program empowers these adults, enabling them to choose their preferred care providers.

Personal Assistant Services (PAS) provides temporary services to aging adults in the Bexar region. AACOG Contracted Vendors provide staffing to clients to provide In Home Services. The duration of service is dependent on Vendor reimbursement rate and how frequently the client schedules services.

What: Temporary personal assistant services for aging adults.

Who: Aging adults in the Bexar region.

Where: Services are provided directly within the homes of the clients in the Bexar region.

When: Duration and frequency depend on vendor reimbursement rates and how often the client schedules services.

Why: Personal assistant services address the individual care needs of aging adults, ensuring they receive personalized care and support.

How: AACOG Contracted Vendors provide necessary staffing for personal assistant services. Service duration is guided by vendor reimbursement rates.

Emergency Response System (ERS) provides funding as In-Home Services to an AACOG Contracted Vendor to provide service to aging adults and or caregiver in the Bexar region. ERS service is offered for a duration of 6 months and contingent on funding availability (one time per fiscal year).

What: An emergency response system for aging adults and caregivers.

Who: Aging adults and caregivers in the Bexar region.

Where: Available throughout the Bexar region.

When: The ERS service is offered for a duration of 6 months, once per fiscal year, based on funding availability.

Why: Ensures the safety and well-being of aging adults and caregivers by providing them with a system to alert for help in emergency situations.

How: Funding for the ERS is provided as an in-home service by an ACOG Contracted Vendor. The service duration is contingent on funding availability and is renewable once per fiscal year.

## Health Services (physical, mental, and behavioral)

Mental Health (MH) provides funding as *Health Services* to an AACOG Contracted Health Professional to determine a need for temporary MH services to aging adults and or Caregiver in the Bexar region.

What: Determination of needs for temporary mental health services.

Who: Aging adults and caregivers in the Bexar region.

Where: Service delivery is in line with AACOG Contracted Health Professionals' protocols and facilities in the Bexar region.

When: Duration and frequency are based on vendor rates, the need, and funding availability.

Why: Mental health is pivotal for the overall well-being of aging adults and caregivers. Addressing MH concerns is crucial for a holistic approach to health.

How: Funding for MH services is provided by AACOG to a contracted health professional. Specific details and provisions are established based on vendor agreements.

Social Reassurance (SR) provides funding as *Health Services* to an AACOG Contracted Vendor to provide regular contact and companionship for an aging adult in the Bexar region by means of phone calls, texting, video chatting or instant messaging and initiating necessary action in the event the aging adult cannot be reached. SR service is offered for a duration of time depending on vendor rate, frequency in use and contingent on funding availability. Additionally, we have partnered with AmeriCorps Seniors to provide the Senior Companion Program. This program ensures we address the socially isolated older Texans within the PSA.

What: Regular contact and companionship via phone calls, texting, video chats, or instant messaging.

Who: Aging adults in the Bexar region.

Where: Virtual platforms and telecommunications.

When: Duration varies based on vendor rate, usage frequency, and available funding.

Why: Social isolation can lead to various health issues in aging adults. SR services ensure that the older population remains connected and mentally stimulated.

How: AACOG partners with contracted vendors and AmeriCorps Seniors' Senior Companion Program to provide this service.

Caregiver Counseling provides funding for *Health Services* to an AACOG Licensed & Contracted Health Professional to determine a need for counseling services to Caregiver in the Bexar region. Counseling service is offered for a duration depending on vendor rate, frequency in use and contingent on funding availability. Caregiver Counseling is offered to support Caregivers with emotional wellbeing while also assisting them with decision making and problem-solving skills. BAAA can provide this service with the partnership of AACOG Contracted Vendors.

What: Counseling services tailored for caregivers.

Who: Caregivers in the Bexar region.

Where: Facilities associated with AACOG's licensed and contracted health professionals.

When: Service duration is contingent on vendor rates, utilization frequency, and available funding.

Why: Caregivers often face significant emotional and mental stress. Counseling can support their emotional well-being and equip them with decision-making and problem-solving skills.

How: AACOG provides funding to licensed and contracted health professionals to offer these services.

Caregiver Support Groups provides funding under *Health Services* to AACOG Contracted Vendor to facilitate Caregiver to discuss their common experiences and concerns and develop a mutual support system. Support groups are typically held on a regular scheduled basis and may be conducted in person, over the telephone or online. Support groups are led by a trained person, moderator or professional as required by state laws applicable to their profession.

What: Platforms where caregivers discuss shared experiences and concerns to establish mutual support.

Who: Caregivers in the Bexar region.

Where: In-person, over the phone, or online, as facilitated by AACOG Contracted Vendors.

When: Typically on a regular scheduled basis.

Why: Shared experiences and mutual support play pivotal roles in caregivers' resilience and mental well-being.

How: Funded under Health Services, AACOG partners with contracted vendors to facilitate these groups. They're often led by trained professionals compliant with state laws.

Physical Fitness provides funding under *Health Services* to AACOG Contracted Vendor to provide physical activities that sustain or improve physical and mental health to our aging adults. May include exercise, to increase endurance, strength, flexibility, balance or coordination and agility.

What: Activities that promote or sustain physical and mental health.

Who: Aging adults in the Bexar region.

Where: Facilities or platforms associated with AACOG's contracted vendors.

When: As scheduled by the contracted vendors.

Why: Physical activities help to sustain or improve physical and mental health, addressing problems like muscle atrophy, loss of balance, and mood disorders.

How: AACOG provides funding to contracted vendors, facilitating activities like exercise, strength training, balance exercises, and more.

## Evidence-Based Interventions (EBIs)

Evidence Based Intervention (EBI) provides funding under *Evidence Based Interventions* to ACOG Contracted Vendor and Staff to offer EBI approved classes (i.e., Bingocize, A Matter of Balance, Texercise Select & Tai-Chi for Arthritis and Fall Prevention). These classes are offered at community centers, senior centers, senior apartments, and health centers to individuals 60 years of age and older.

**What:** EBI approved classes are provided, such as Bingocize, A Matter of Balance, Texercise Select, and Tai-Chi for Arthritis and Fall Prevention.

**Who:** The primary audience for these services are individuals who are 60 years of age and older.

**Where:** The classes will take place in various venues across the PSA, including community centers, senior centers, senior apartments, and health centers.

**When:** The service duration and frequency are based on program specifics and the needs of the community. Typically, these classes are scheduled regularly throughout the year, ensuring consistent availability for the older population to benefit from.

**Why:** As the elderly population is more prone to falls, balance issues, and declining physical health, it becomes imperative to offer interventions that promote their physical well-being. These evidence-based interventions are known to be effective in enhancing mobility, reducing the risk of falls, improving mental health, and promoting overall well-being among seniors. Addressing these needs aids in their quality of life and helps combat the challenges and barriers they face in their everyday life.

**How:** The services are offered through funding under the Evidence-Based Interventions category. ACOG partners with contracted vendors and also deploys its staff to facilitate these classes. The exact nature of the service provision – whether it's via a contract, sub-recipient agreement, or as a direct service – is determined by ACOG's agreements with the respective service providers. The specific service providers engaged in the PSA and the counties they serve would be detailed out in ACOG's agreements and plans.

## All Other Services to Assist Independence

The role of the Local Contact Agent and Housing Navigator under ASC is to support the BAAA's efforts to serve as an advocate, promoting awareness of the needs of older adults and providing services that enable independence, well-being, and quality of life. The Housing Navigator and Local Contact Agent maintain contact with Centers on Independent Living and Local Ombudsman to identify the need of transitioning to community living. The Local Contact Agent uses person-centered counseling to work with the individual and their family to provide options and create a plan during the transition. The Housing Navigator identifies housing options and coordinates with local housing authorities while the Local Contact Agent identifies resources to assist in the transition.

**What:** The Local Contact Agent and Housing Navigator services support the advocacy for older adults, promote awareness of their needs, and facilitate their independent living. The Local Contact Agent provides person-centered counseling, helping individuals and their families explore options and devise a plan for transitioning, while the Housing Navigator identifies suitable housing options and liaises with local housing authorities.

**Who:** The primary audience for these services are older adults looking to transition to community living or those who need support in maintaining their independence.

**Where:** Services are provided across the PSA, working with Centers on Independent Living and Local Ombudsman offices. While some consultations and meetings might occur in physical offices or facilities, there might also be opportunities for virtual consultations, especially given the ongoing trends towards digital communications.

**When:** The services are ongoing, providing continuous support throughout the FFY 2024 to FFY 2026 plan period. The frequency of service would depend on the needs of the individual, and can range from one-off consultations to regular check-ins over extended periods.

**Why:** As individuals age, they often face challenges in maintaining their independence, especially when it comes to housing and living arrangements. The barriers they encounter can include lack of knowledge about available resources, physical limitations, financial challenges, and more. There's a crucial need to assist and empower them in making informed decisions, promoting their well-being, quality of life, and independence.

How: These services are rendered through the partnership and collaboration between BAAA, Centers on Independent Living, and Local Ombudsman offices. Whether these services are provided through a contract, sub-recipient agreement, or as a direct service would depend on the specific operational agreements BAAA has in place. The Local Contact Agent focuses on counseling and resource identification, while the Housing Navigator takes the lead on finding and coordinating housing options. The specifics of service providers within the PSA and the counties they serve would be detailed in the broader organizational agreements and operational plans.



## Section 11. Direct Service Waiver

Legal References: OAA 2020 307(a)(8); 26 TAC 213.155

To ensure compliance with the OAA direct service provision requirements and the state's approved state plan on aging, AAAs must request HHSC approval to provide Title III services directly. Please refer to the Method of Service Provision column in the [HHSC Services Definitions for Area Agencies on Aging Federal Fiscal Year 2023](#).

As per AAA Bulletin 22-02 AAAs Providing Services Directly (from November 04, 2022), the following services **do not** require HHSC approval:

- Case Management (Care Coordination and Caregiver Support Coordination)
- Information and Assistance (Information, Referral and Assistance and Caregiver Information Services)
- Services directly related to the BAAA's administrative functions (Area Agency Administration, Data Management, and Instruction and Training)
- Outreach (Legal Awareness, Outreach and Public Information Services)
- Legal Assistance services which are provided directly by a certified benefits counselor; and
- Ombudsman Services which are provided directly by a certified ombudsman.

Indicate (**yes** or **no**) whether the AAA will provide any direct service that requires HHSC approval during the effective period of this area plan (FFY 2024 through FFY2026). If **yes**, also indicate the direct service(s).

Yes: Evidence-Based Interventions

# Direct Service Waiver Form 1

All area agencies on aging (AAAs) must complete a Direct Service Waiver form to request approval to provide supportive, in-home, or nutrition service as a direct service. A direct service is defined as a service activity provided to an eligible person performed directly by a AAA employee or volunteer.

**Table 8. Direct Service Waiver Form 1**

Topic	Response
Name of BAAA.	Bexar Area Agency on Aging
Identify the direct service being requested.	Evidence Based Intervention services to include A Matter of Balance, Bingocize, Healthy Steps for Older Adults, and Texercise Select
Identify the time period for which the BAAA will provide the direct service, not to extend past the effective period of this area plan.	FFY2024-2026
Condition A: Provision of the direct service by the BAAA is necessary to assure an adequate supply of such service.	Yes. There is no provider available to serve the entire county.
Condition B: The service is directly related to the BAAA’s administrative functions.	No
Condition C: The service can be provided more economically, and with comparable quality, by the BAAA.	Yes. The Alamo Area Council of Governments Area Agencies on Aging has provided certain Evidence-Based Intervention classes as a direct service for quite some time. These classes include A Matter of Balance, Healthy Steps for Older Adults, BingoCize, and Texercise Select. These classes are being provided as a direct service so that the BAAA's Health and Wellness Specialist can ensure the quality of the classes remain consistent regardless of the location or instructor. By providing a direct service BAAA is able to control the cost of the BingoCize classes. To control the cost of the class the BAAA currently conducts the majority of these programs and supplies all classes with the required program items. This keeps the cost of prizes down so that the BAAA can control what and where the prizes are purchased in turn this allows the cost per unit to be reduced. (i.e., a

Topic	Response
	<p>water bottle could cost \$6-\$10 but is purchased in bulk (or standard prize packages) so water bottles are now \$2-3 allowing for better stewardship of AAA resources. Classes require approximately 75 prizes for a class series, and in order to serve as many older adults as possible the BAAA needs to ensure that the costs remain low as possible.</p> <p>As previously mentioned, the AAA provides direct services and utilizes contracted vendors to assist with teaching and instructing; A Matter of Balance, Healthy Steps for older adults, BingoCize, and Texercise Select classes. To fulfill the demand/request for classes and the drop in volunteers due to Covid, the Alamo Area Council of Governments has added additional contractors in order to meet the request of the community served. It would not be possible for vendors to facilitate all of these classes without assistance from the AAA in locations not served by the contractors themselves.</p>
Specify the area(s) within the PSA for which the BAAA will provide the direct service.	Bexar County

## Section 12. Data Use Agreement

Bexar Area Agency on Aging refers to Alamo Area Council of Governments Health Information Privacy and Security Policies related to Health Insurance Portability and Accountability Act (HIPAA), Health Information Privacy and Security Policies, and the Human Resource (HR) department of the Alamo Area Council of Governments (AACOG). HR requires, provides and conducts HIPAA training on an annual basis and uses the HHSC/DADS HIPAA training:

<https://www.dads.state.tx.us/providers/hipaa/privacy/index.cfm>.

Bexar Area Agency on Aging staff have access and have taken the required HIPAA training with certificates to serve as back-up documentation. Bexar Area Agency on Aging staff are required to conduct HIPAA training annually. For new employees, they are required to take it on their first day of employment. However, if they miss taking it on the first day they have to take it within the first two weeks or 10 days of employment. Bexar Area Agency on Aging ensures subcontractors sign DUA, BAAA, and contract information.

AACOG offices are secured with magnetic lock doors at the elevator bays and stairwells. These doors are only accessible through RFID enabled identification cards issued by AACOG. This is implemented utilizing the Security Desk software application. Records storage locations such as file cabinets and record rooms have an additional lock, which may consist of a traditional key, combination code, or RFID access. Access permissions are dependent upon the business need. AACOG requires that each computer user have a unique username/password combination implemented through Active Directory. No AACOG network resources can be accessed without an Active Directory account. AACOG utilizes secured, password protected Wi-Fi for all business activities. AACOG utilizes a secure onsite document shredding service for records destruction. Locked bins are located through the premises for workforce to utilize during daily business activities. AACOG complies with Breach notice, reporting and correction requirements in accordance with Health Information Privacy and Security Policies section 5.07 and the Data Use Agreement.

## Section 13. Disaster Plan

Legal References: OAA 2020 306(a)(17) and 307(a)(17); 26 TAC 213.11 and 213.151

### Aging Services Disaster Plan

The BAAA is a program under the AACOG umbrella, and as such, has access to AACOG's Emergency Preparedness Team under Planning and Regional Services. The regional emergency preparedness advisory committee, Comprised of Emergency management coordinators from Counties in the region and municipality representatives meets on a regular basis. This provides for collaboration, coordination, and discussion of emergency needs on a local level. Therefore, the concept of Disaster Recovery and Business Continuity has not been left to chance, the Disaster Recovery Plan is tentative. Even though the BAAA is located in a relatively disaster-free zone, there is no such thing as being truly disaster free. Therefore, the following plan has been created.

The AACOG Disaster Team will be working on the following:

1. Evaluating how Agencies within AACOG are addressing the FEMA mandate for inclusion planning for individuals with Disabilities.
2. Facilitate through Homeland Security through the Regional Emergency Preparedness Advisory Committee the training of Emergency Management Coordinators on the Texas Functional Needs Supportive Services Toolkit which provides guidance on sheltering individuals with disabilities.
3. The need to inform and prepare AACOG staff and clients on a self-preparedness for their own personal disaster.
4. The business continuity plan outlines AACOG practices for continuation of services. Development of a specific disaster plan to identifying individuals who are disabled or isolated that require assistance during a declared disaster and or evacuation continues to be formulated.
5. Should a disaster occur contact protocol will be enacted following chain of command. ASC upon receiving confirmation of disaster operations, will

initiate contact with OADRC within 24hrs conveying initiation of AACOG Disaster recovery protocols. Contact will be initiated via email to OADRC administrators, ADRC Help desk and phone call.

In addition, the Bexar Area Agency on Aging will continue to work on a step-by-step process to cover additional categories.