

AREA PLAN 2023-2025

2024 AREA PLAN UPDATE



CATAWBA
AREA AGENCY ON
AGING

2051 Ebenezer Rd. Suite B
Rock Hill, South Carolina 29732
Office: (803) 329-9670
Fax: (803) 329-9765
<https://www.catawba-aging.com>

*Serving the needs of seniors and family caregivers in
Chester, Lancaster, Union, and York Counties since 1992.*

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A. Narrative Summary

As highlighted in this document, the Catawba Area Agency on Aging (CAAA) remains committed to its core programs at the regional and county levels. In FY2023, in addition to maintaining core programs offered at the CAAA and contracted services, the CAAA has also maintained multiple ongoing initiatives. These initiatives included Second Harvest in-kind donations redistributed to seniors in the region valued at over \$220,000, Second Harvest Mobile Food Pantry providing additional food resources to seniors and other adults reaching over 1,036 residents in York and Lancaster counties during 11 events, and In-house supply service for seniors used to provide durable medical equipment and incontinence supplies from donations totaled 178 people. More than several hundred seniors were served through Farmers Market Voucher distributions in all four counties of the Catawba Region; CAAA assisted community organizations in completing applications and increasing awareness of agency services; the Commodities Supplemental Food Program provides food boxes to fifty seniors each month, and the Dimes for Hunger program provided funding for contractors to serve additional home-delivered meals in five counties.

Our partnerships, particularly the close collaboration with the Department of Health and Human Services (DHEC) during the pandemic, have been pivotal in our outreach efforts. DHEC's provision of testing and vaccinations, coupled with our promotion of agency services, underscored the strength of our collaboration. This partnership endured until President Biden declared that the COVID-19 national emergency had ended on April 10, 2023, a testament to the profound impact of our partnerships on our operations.

Using the results of the 2018 and 2022 Needs Assessments data, the CAAA developed several pilot programs funded by the American Rescue Program Act (ARPA) funds. These programs, including Consumer Choice Homemaker, Consumer Choice Transportation, Consumer Choice Dental, Consumer Choice Pest Control, and a Prescription Drug Assistance Program, were initially conceptualized during FY2022. However, with the ARPA funding received in the region in November 2021, the CAAA was able to expedite the implementation process and get many of the programs up and running by the end of FY2022—specifically, the prescription drug and homemaker programs. This expansion of services and programs, made possible by the ARPA funds, signifies our commitment to continuously improving and expanding our services to serve our community better.

The table below highlights the impact made in serving seniors with the ARPA-funded new programs in FY2023:

PROGRAM	FUNDS EXPENDED	UNITS/PEOPLE SERVED
Consumer Choice Transportation	\$8,244.02	24
Consumer Choice- Homemaker	\$5,141	12
Consumer Choice Dental	\$1,573	5
Consumer Choice -Pest Control	\$24,011	105
Prescription Drug Assistance Program	\$10,699	36
Mom's Meals	\$9,069	23

In addition, provider agencies in the Catawba Region received an inpouring of funding from the Community Development Block Grant (CDBG) at the county level, which resulted from additional ARPA funding resources awarded through the Catawba Regional Council of Governments. All providers received CDBG funding, which allowed them to purchase additional home-delivered meals for seniors in the region, vehicles, walk-in freezers, and equipment. Of particular significance is that 12,203 meals were provided in the Catawba Region alone, spending \$100,606.

Further, the Lancaster County service provider leveraged federal and state funding to secure a two-year grant totaling \$300,000 from the Arras Foundation to provide additional group dining and home-delivered meals.

In conclusion, the CAAA made great strides in establishing new regional programs while maintaining traditional core programs funded by the Older Americans Act, SC Home and Community-Based Funding, and local funding.

Content Charts

B. Context

The CAAA maintains an extensive array of services, and there are opportunities to improve the service components of traditional programs. We have yet to establish a counseling component and ongoing caregiver training in the Caregiver program. In addition, we have made plans to offer more consumer choice components of existing programs, including nutrition, which will allow all those in more remote service areas to be served.

Further, in the area of nutrition counseling, we have not been successful in identifying and implementing a nutrition counseling component of the nutrition programs.

Current Service Coverage Charts

An “X” indicates the service is offered in the county listed.

Supportive Services	CHESTER COUNTY	LANCASTER COUNTY	UNION COUNTY	YORK COUNTY		
Assessment	☒	☒	☒	☒		
Transportation	☒	☒	☒	☒		
Congregate						
Medical	☒	☒	☒	☒		
Essential	☒	☒	☒	☒		
Assisted	☒	☒	☒	☒		
Homecare	☒	☒	☒	☒		
Personal Care						
Homemaker	☒	☒	☒	☒		
Chore	☐	☐	☐	☐		
Minor Home Repair	☐	☐	☒	☒		
Information & Referral	☒	☒	☒	☒		
Legal Services	☒	☒	☒	☒		

Nutrition Services	CHESTER COUNTY	LANCASTER COUNTY	UNION COUNTY	YORK COUNTY		
Congregate Meals	☒	☒	☒	☒		
Home Delivered Meals	☒	☒	☒	☒		
Home Delivered Meals (Family Caregiver)	☐	☐	☐	☐		
Nutrition Education	☒	☒	☒	☒		
Nutrition Counseling	☐	☐	☐	☐		

Health Promotion Services	CHESTER COUNTY	LANCASTER COUNTY	UNION COUNTY	YORK COUNTY		
Evidenced-Based Programs	☒	☒	☐	☒		
Health Promotion & Disease Prevention	☒	☒	☐	☒		

Family Caregiver	CHESTER COUNTY]	LANCASTER COUNTY	UNION COUNTY	YORK COUNTY		
Information & Assistance	☒	☒	☒	☒		
Assessment	☒	☒	☒	☒		
Respite	☒	☒	☒	☒		
Supplemental Services	☒	☒	☒	☒		
Counseling	☐	☐	☐	☐		
Support Groups	☒	☒	☐	☒		
Caregiver Training	☐	☐	☐	☐		

C. Goals, Objectives, and Performance Measures

State Plan Goal 1	Maintain effective and responsible management of Older Americans Act (OAA) services offered through the Department on Aging (SCDOA) and within the 10 service regions in South Carolina.
State Plan Objective 1.1	Evaluate, monitor, and modify aging service programs to maximize the number of people served with state and federal funding, and to ensure programs and services are cost effective and meet best practices, as well as to achieve greater accountability and transparency.
Annual Performance Measures	
State Plan – SCDOA and AAAs conduct needs assessments to evaluate state and regional concerns and service demands. State Plan – AAAs submit Quality Assurance Reports to SCDOA annually.	

Regional Goal	Establish, observe, and review delivery of aging services programs offered in the Catawba Region to expand the number seniors served using federal, state, and local funding. CAAA will provide services in a cost-effective manner to obtain greater efficiency while remaining responsible and financially transparent.
Annual Performance Measures	
- Distribute SCDOA P&P Manual to providers to ensure they remain in compliance based on the guidelines in the manual. - Perform programmatic examinations of services being delivered by contracting providers. - Perform fiscal reviews of invoices received monthly from all providers prior to payment. - Conduct periodic Quality Assurance reviews of program and submit summary of reviews to the SCDOA annually. - CAAA Finance staff conduct annual monitoring of provider fiscal operations.	
Strategies and Actions	
- Hire appropriate staff provide ongoing training in best practices for delivery of program services at the AAA level. - Purchase technology and maintain equipment necessary for staff to provide services in the community at remote locations. - Manage funding resources and budget to ensure the maximum number of seniors, caregivers, disabled adults are served in the most economic manner. - Increase the accessibility of services by offering evening and weekend hours. - Provide ongoing training on the Older American's Act requirements.	
Challenges and Barriers	
Recruiting staff with appropriate experience and credentials.	
Update FY22-23: The CAAA utilized the strategies and actions listed above for the Caregiver Program. We retained all staff assigned to the Caregiver Program for the full period in FY2023. CAAA was committed to training caregiver staff. Caregiver staff participated in all training opportunities offered by the SCDOA and SE4A.	

State Plan Objective 1.2	The client assessment program is the gateway to most services provided by the Aging Network. An assessment is necessary to determine a client's eligibility for services and it determines the level of need by establishing a priority score. The AAAs are responsible for conducting client assessments in their respective regions, thereby ensuring greater accountability, and providing a holistic approach to how
Annual Performance Measures	
State Plan – Expand the number of seniors assessed annually by 5% or as needed.	
State Plan – Decrease the number of seniors on waiting lists for services. (It should be noted that regional waiting lists can be a result of many factors, including funding and/or lack of capacity in rural areas.	

Regional Goal	Assessments are the foundation from which all services are provided at both the AAA regional level and the county provider level. Through conducting a thorough assessment staff can identify the often complex and multiple needs of the seniors being interviewed. After an assessment staff can make appropriate referrals to programs providing the appropriate service whether the referral is internal to the AAA or external to other community agencies or resources.
Annual Performance Measures	
• Expand the number of seniors assessed by 5%. • Decrease the number of seniors on the waiting list for services.	
Strategies and Actions	
• Recruit, hire, and train staff to conduct assessments. • Provide ongoing training to Assessment Program staff to ensure they stay abreast of changing needs of senior, disabled population. • Continuously evaluate Assessment Program effectiveness and client satisfaction using results to make improvements enhancing the success of the program. • Analyze the client waiting list to determine the AAA effectiveness in removing seniors from the waiting list to receiving services. • Monitor the number of additional seniors being served monthly to ensure that an adequate number of seniors are being served to exhaust federal and state funding allocations in each county.	
Challenges and Barriers	
• Offering competitive salary and benefit packages to attract and retain staff with competencies required to maintain caseloads that meet qualitative and quantitative program goals. • Retaining trained staff to reduce the cost of turnover and minimize the expense of training	
Update FY22-23: During FY23, the CAAA experienced a turnover rate of over fifty percent in the Assessment Program, which negatively impacted the productivity of the Assessment team. Therefore, we could not attain the goal of increasing the number of seniors being assessed.	

State Plan Objective 2.2	Insurance and Medicare Counseling
Annual Performance Measures	
State Plan – Increase by 5% annually, the number of older adults and adults with disabilities enrolled in prescription drug coverage that meets their financial and health needs.	
State Plan – Increase by 5% annually, the number of beneficiaries who contact the SHIP program for assistance.	
State Plan – Three regional outreach events are required per quarter (36 annually).	
State Plan – Increase by 5% annually, the number of consumers and caregivers receiving SMP counseling.	
State Plan – Increase by 5% annually, the number of consumers reached in rural,	
State Plan – Increase by 5% community partnerships to assist in raising awareness of fraud.	

Regional Goal	Insurance and Medicare counseling represent a growing demand for services in the Catawba region. The demand for services in this area ranks among the highest demand in the area where services are requested. This program appeals to individuals, seniors, and caregivers regardless of income levels. Beneficiaries are interested in understanding Medicare and other types of health insurance benefits and options.
Annual Performance Measures	
• Increase the number of Medicare beneficiaries served increased by 5% annually. • Increase the number of Medicare beneficiaries contacting the agency for services. • Conduct three outreach events monthly. • Increase the number of beneficiaries in rural and isolated areas by 5%. • Increase the number of community partnerships to assist in raising awareness of fraud.	
Strategies and Actions	
• Increase the number of partnerships in each county to raise awareness of insurance counseling services. • Expand social media, news media and other forms of promotion to market the expand the services. • Increase and expand partnerships to promote insurance counseling services. • Continue participation in Second Harvest Hunger Relief mobile pantries to promote the insurance counseling program. • Recruit volunteers to aid in disseminating information to promote the program. • Recruit volunteer to assist in plan comparisons.	
Challenges and Barriers	
• Sustaining funding for insurance counseling staff to provide the appropriate level of increasing demand based on data that supports the rapid increase in retirees primarily from the Baby Boomer generation.	
Update FY22-23-The SHIP/SMP program in the Catawba Region reached all the annual performance measures for FY2023.	

State Plan Objective 2.3	Nutrition Program and Services
Annual Performance Measures	
State Plan – Track and identify service gaps for Congregate and Home Delivered Meal	

Regional Goal	Nutrition programs help older adults live independently in the community of their choice. Good nutrition is important for health, physical ability, and quality of life. Nutrition is an important part of home-based and community-based services for older adults.
Annual Performance Measures	
• Increase the number of seniors attending the nutrition sites by 5% annually. • Increase the number of seniors receiving home delivered meals by 5% • Assess changes in senior knowledge, attitudes, and beliefs about good nutrition. • Utilizing ARP funding allows for expansion of the number of seniors being served.	
• Strategies and Actions	
• Conduct meal satisfaction surveys among nutrition program participants. • Develop outreach strategies to promote nutrition programs. • Identify alternative methods of service delivery for congregate and home delivered meals. • Encourage providers to offer contests and other incentives to encourage participation in group dining programs. • Provide print materials to rural communities to educate about nutrition options.	
• Challenges and Barriers	
• Lack of flexibility in the variety of current menus being offered. • Adherence to government nutrition guidelines often makes meals less favorable to participants' tastes. • Lack of adequate funding for transportation to nutrition sites.	
Update FY22-23—In the Catawba Region, Group Dining saw an eighty percent increase in seniors attending Senior Centers and Nutrition Sites. During this time, the number increased from 417 seniors to 762 seniors. All nutrition locations were reopened during this fiscal year. In comparison, Home-Delivered Meals remained roughly the same for FY22 and FY23. Some of the increase in Group Dining was due to seniors returning to the nutrition sites when they may have received meals at home during the previous year, FY2022.	

State Plan Objective 2.5	Evidence-Based Health Promotion and Disease Prevention Programs
Annual Performance Measures	
State Plan – Track and identify service gaps for Evidenced-Based Health Promotion and Disease Prevention including their causes and geographic distribution.	

Regional Goal	Increase participation in evidenced-based programs by expanding opportunities for training and program development throughout the Catawba Region.
Annual Performance Measures	
Research and implement at least one additional Evidenced-Based program annually. Increase the number of community partners offering Evidenced-Based programs.	
Strategies and Actions	
• Partner throughout the Catawba Region with community agencies and higher education to promote and conduct Evidence-based programs. • Coordinate opportunities for ongoing training to ensure that Evidenced-Based program providers maintain required certifications and/or obtain higher level certifications. • Increase emphasis on the faith community as a resource to implement Evidence-based programs.	
Challenges and Barriers	
• Difficulty in locating community partners especially in rural areas.	
Update FY22-23- Eat Smart Move More Weigh Less was started towards the end of FY22 and had enrolled two participants. In FY23, 26 participants enrolled in the program. Bingocize research and implementation started in our region at the end of 2022 as well, but the first sessions were completed during FY2023. In 2023, 3 out of 4 counties successfully completed a 10-week Bingocize course. 9 out of 11 senior centers had brought Bingocize into their programming to help support our evidence-based initiatives. We partnered with two faith-based groups in the community to host Bingocize at their churches. We also reached a rural area in the Catawba Indian Nation to bring Bingocize to the seniors in that underserved area. During this year Evidence-Based program- Bingocize was established in York, Lancaster, and Chester	

State Plan Objective 2.6	Transportation Services
Annual Performance Measures	
State Plan – Increase the number of clients utilizing transportation services by 5% annually, depending on available funding sources.	

Regional Goal	Transportation remains a vital resource to the senior population. As seniors grow older, they rely on transportation to stay independent. Seniors want to remain in their homes and communities and having adequate transportation resources are fundamental. Basic transportation needs such doctor visits, hospital visits, grocery shopping and other essential trips affect the vitality of the senior. Without access to reliable transportation seniors face greater likelihood or institutionalization.
Annual Performance Measures	
• Increase the number of seniors using transportation services by 5% annually. • Increase the number of transportations options.	
Strategies and Actions	
• Promote transportation services offered by contracting agencies to resume pre-pandemic levels of operation. • Establish alternative sources for transporting seniors including essential transportation. • Monitor existing transportation options to ensure that funding is being used appropriately. • Use ARP funding to expand the numbers of seniors provided transportation in the community. • Examining the feasibility of establishing volunteer transportation options.	
Challenges and Barriers	
• Identifying and securing alternative transportation especially in rural areas. • Availability of options for disabled adults • The cost of transportation is not affordable for seniors living on fixed income.	
Update FY22-23: Two factors increased the number of seniors being transported in the Catawba Region. One factor was the re-opening of all nutrition sites that had been closed during the prior year. Two, the CAAA established a Consumer Choice Program using American Rescue Funding, which primarily provided medical transportation resources to seniors throughout the Catawba Region.	

State Plan Objective 2.7	Family Caregiver Support Program
Annual Performance Measures	
State Plan – Expand the number of family caregiver support recipients by 5% annually.	
State Plan – Increase outreach events by 5% annually.	
State Plan – Increase utilization of the Seniors Raising Children funding by 5%.	
State Plan – Increase partnerships and collaboration with other human-service agencies by 3%.	

Regional Goal	
Annual Performance Measures	
- Expand the number of family caregiver support recipients by 5% annually. - Increase outreach events by 5% annually. - Increase utilization of the Seniors Raising Children funding by 5%. - Increase partnerships and collaboration with other human service agencies by 3%.	
Strategies and Actions	
- Promote the family caregiver support program in all local churches within our region. - Promote the Seniors Raising Children Program within all local school districts within our region and establish partnerships with them. - Search out calendar events in each county in order to participate and promote. - Establish partners with doctors' offices within our region to display caregiver brochures and fliers.	
Challenges and Barriers	
- Educating the rural communities about caregiver options. - Difficulty in connecting with rural churches to present information on the agency and services. - Cost of time and travel to reach rural areas where population are sparse.	
Update FY22-23-The CAAA increased the number of seniors served in the Caregiver Program.	

State Plan Objective 2.10	Home Care
Annual Performance Measures	
State Plan – Increase the number of seniors receiving home care services by 5% annually.	

Regional Goal	Provide in-home services and support, such as Homemaker, Personal Care, Chore to older adults in the Catawba Region.
Annual Performance Measures	
Increase the number of seniors receiving home care services by 5% annually.	
Strategies and Actions	
- Expand the list of home care providers available to provide home care services. - Utilize ARP funding awarded to establish a consumer choice home care options for seniors in the Catawba Region. - Utilize unused contracted funding to provide consumer choice options for home care in counties where funding is being underutilized. - Recruit additional home care providers to expand consumer choice home care options. - Promote job opportunities in the home care field.	

Challenges and Barriers
- Identifying and bringing awareness of home care services to seniors, especially in rural areas. - Availability of home care provider options for rural areas.
Update FY22-23: The number of home care units provided increased to 232, representing a twenty-one percent increase in individuals receiving services. Further, the CAAA established the Consumer Choice Homecare program, funded by ARPA. Using ARPA funding, over \$37,643 was expended to serve 1,549 units. In addition, home care services provided through contracts at the county level increased.

State Plan Objective 2.11	Minor Home Repairs
Annual Performance Measures	
State Plan – Increase the number of receiving home repair services by 5% annually.	

Regional Goal	Minor Home Repairs provide an avenue for seniors to remain living in their communities. Helping maintain a safe home environment can be accomplished through minor home repair.
Annual Performance Measures	
Increase the number of seniors receiving minor home repair services in the region.	
Strategies and Actions	
- Strengthen existing relationships with Habitat for Humanity in York County to target seniors in need of home repair. - Expand relationship with Habitat for in other counties. - Increase the number of licensed contractors identified in each county to perform minor home repairs.	
Challenges and Barriers	
Identifying sources of funding for minor home repair.	
Update FY22-23-The CAAA increased the number of seniors served with minor home repairs. We anticipate the number of minor home repair will increase significantly in FY2024.	
State Plan Goal 3	Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect and exploitation through the State Long Term Care Ombudsman Program, and elder abuse awareness and prevention activities including legal services and the Vulnerable Adult Guardian ad Litem Program.

State Plan Objective 3.2	Legal Assistance Program
Annual Performance Measures	
State Plan – Increase the number of outreach activities directed at the most vulnerable senior victims of abuse, neglect, and exploitation.	
State Plan – Increase the number of formalized partnerships between aging/disability and elder rights groups.	
State Plan – Develop and implement a continuous quality improvement component within the program.	

Regional Goal	Demand for legal assistance grows as adults reach retirement age and health deteriorates. Legal concerns faced by seniors and disabled population are numerous including but not limited to issues regarding access to public benefits, safe housing, victimization, and exploitation.
Annual Performance Measures	
Increase the number of seniors receiving legal services by 5%.	
Strategies and Actions	
• Allocate additional funding to legal service providers. • Increase promotion of legal services to the senior and disabled population.	
Challenges and Barriers	
• Limited funding available to provide legal services without reducing funding in other areas.	
Update FY2022-23: The demand for Legal Services increased exponentially during the COVID-19 Pandemic. As a result, additional funding was awarded to SC Legal Services to address this increased demand. During FY2023, 200 seniors received 1,029 units of service.	

State Plan Objective 3.3	Long-Term Care Ombudsman Program
Annual Performance Measures	
State Plan – Increase and efficiently track the resident satisfaction outcomes and complaint resolution rate by 5% annually.	
State Plan – Increase the number of quarterly visits to facilities by Ombudsmen representatives by 5% annually.	
State Plan - Increase the number of trained Volunteer Ombudsmen by 5% annually.	
State Plan – Each local Ombudsman program will conduct eight educational trainings for residents/families on long-term care services and/or developing self-advocacy skills.	
State Plan – Improve targeted educational activities that raise awareness of the Ombudsman program in the communities by 5% annually.	
State Plan – Expand the number of Resident and Family Councils by 5% annually.	

Regional Goal	Ensure the rights of older adults and persons with disabilities, prevent their abuse, neglect, and exploitation through the Catawba Regional Long Term Care Ombudsman Program (CRLTCO), and elder abuse awareness and prevention activities. Additionally, the resolutions of problems and advocate for the rights of residents in LTC facilities with the outcome of enhance quality of life and care of LTC residents in the Catawba Region. Regional Long Term Care Ombudsman Program mediates and resolves complaints by or on behalf of long-term care residents to protect and ensure their quality of life and care.
Annual Performance Measures	
• Increase and efficiently track the resident satisfaction outcomes and complaint resolution rate by 5%. • Increase the number of quarterly visits to facilities by 5%. • Increase the number of trained Volunteer Ombudsman by 5%. • The CRLTCOP will conduct eight educational trainings to educate residents/families on long-term care services and/or developing self-advocacy skills. • Improve targeted educational activities that raise awareness of the Ombudsman program in the community by 5% annually. • Increase the number of Resident and Family councils by 5% annually.	
Strategies and Actions	
• Access WellSky's ability to capture data and effectively track outcomes through its reporting systems. • Track effective satisfaction through precise data input. • CRLTCOP will utilize skills of negotiation, education, and advocacy to resolve concerns to the resident's satisfaction. • CRLTCO staff will maintain a quarterly routine visit to each facility. • Recruit and train Volunteers to meet goal of 5% increase. • CRLTCOP staff time taken away from case resolution for recruitment, training, and maintenance of volunteers. • Potential Volunteers main reluctant to reenter facilities after Covid outbreak. • Provide community emphasis on WEAAD and Resident Rights Month. • CRLTCOP will continue partnerships with Law Enforcement Victims Advocate, APS, DHEC and the York County Coroner's Office promote advocacy and education.	
Challenges and Barriers	

- CRLTCOP is not capable of resolving the resident's complaint to their satisfaction.
- Staff time is limited therefore decreasing the time spent on case resolution and data entry.
- Expense of travel and staff time required to successfully resolve issues to resident's satisfaction.
- Recruiting, training, and maintaining volunteers
- Quarterly visit impeding the timeliness of case complaint resolution.
- CRLTCOP staff time taken away from case resolution for recruitment, training, and maintenance of volunteers.
- Potential Volunteers main reluctant to reenter facilities after Covid outbreak.
- Limited staff to maintain case load, data entry, volunteer recruitment and maintain additional required goals.
- CRLTCOP staff time reduction towards case resolution
- Limited staff to maintain case load, data entry, volunteer recruitment and maintain additional required goals.
- Nursing Homes are required to maintain a resident's council by statute and as a result all nursing homes in the region have resident councils. Assisted Living facilities are not required by statute to have resident councils; therefore, they are more reluctant to participate.

Update FY22-23: The Ombudsman staff increased the number of visits to long-term care facilities and the number of volunteers for the program. Community education was not met due to staff being on extended leave, which hindered the establishment of additional Resident Councils.

III. Attachment A- Performance Measures Template

Area Plan Performance Measure Goals Template

Area Plan Dates 2023 - 2025

Performance Measure		Year Prior	FY23	FY24	FY25
PM 1-Expand the number of seniors assessed annually by 5% or as needed.	Achieved?		No		
	Target/Goal		2,593	2,024	
	Actual	2470	1,928		
	Comment (?)				
PM 2-Decrease the number of seniors on waiting lists for services. (It should be noted that regional waiting lists can be a result of many factors, including funding and/or lack of capacity in rural areas.	Achieved?		No		
	Target/Goal		535	535	
	Actual	510	396		
	Comment (?)				
PM3-Increase the number of contacts accessing I&R/A services by 5% annually	Achieved?		Yes		
	Target/Goal		2,673	2,673	
	Actual	3183	10,554		
	Comment (?)				
PM 4-Increase the I&R/A outreach by 5% annually.	Achieved?		Yes		
	Target/Goal		36	38	
	Actual	34	98		
	Comment (?)				
PM 5-Increase by 5% annually, the number of older adults and adults with disabilities enrolled in prescription drug coverage that meets their financial and health needs	Achieved?		Yes		
	Target/Goal		484	508	
	Actual	461	2,525		
	Comment (?)				
PM 6-Increase by 5% annually, the number of beneficiaries who contact the SHIP program for assistance.	Achieved?		Yes		
	Target/Goal		562	590	
	Actual	535	2,992		
	Comment (?)				
Performance Measure		Year Prior	FY23	FY24	FY25
	Achieved?		Yes		

PM 7-Three regional SHIP outreach events per quarter (36 annually).	Target/Goal		38	40	
	Actual	36	98		
	Comment (?)				
PM 8-Increase by 5% annually, the number of consumers and caregivers receiving SMP counseling.	Achieved?		Yes		
	Target/Goal		544	571	
	Actual	518	2,950		
	Comment (?)				
PM 10- Increase by 5% annually, the number of consumers reached in rural, isolated areas.	Achieved?		Yes		
	Target/Goal		252	265	
	Actual	240	1,133		
	Comment (?)				
PM 12-Increase by 5% community partnerships to assist in raising awareness of fraud.	Achieved?		Yes		
	Target/Goal		5		
	Actual	2	5	5	
	Comment (?)				
PM 13-Expand the number of family caregiver support recipients by 5% annually.	Achieved?		Yes		
	Target/Goal		645	645	
	Actual	614	868		
	Comment (?)				
PM 14-Increase family caregiver outreach events by 5% annually.	Achieved?		Yes		
	Target/Goal		39	41	
	Actual	37	39		
	Comment (?)				
PM 15-Increase utilization of the Seniors Raising Children funding by 5%.	Achieved?		No		
	Target/Goal		\$21,204	\$21,204	
	Actual	\$20,194	\$15,481		
	Comment (?)				
PM 16-Increase partnerships and collaboration with other human service agencies by 3%.	Achieved?				
	Target/Goal		38	38	
	Actual	36	38		
	Comment (?)				
PM 17-Increase the number of seniors receiving home care services by 5% annually ARP Funded.	Achieved?		Yes		
	Target/Goal		202	202	
	Actual	192	232		
	Comment (?)				
Performance Measure		Year Prior	FY23	FY24	FY25
	Achieved?				

PM 18-Increase the number of clients utilizing transportation services by 5% annually, depending on available funding sources.					
	Target/Goal		95	186	
	Actual	90	177		
	Comment (?)				
PM 19-Increase the number of seniors receiving home repair services by 5% annually.	Achieved?		Yes		
	Target/Goal		10	20	
	Actual	0	12		
	Comment (?)				
PM 20-Increase by 2% annually, consumer contributions in Family Caregiver Support Program.	Achieved?		Yes		
	Target/Goal		\$500	\$700	
	Actual	0	\$700		
	Comment (?)				
PM 21-Increase by 2% annually, consumer contributions in home delivered meal programs Funded.	Achieved?		No		
	Target/Goal		\$14,779	\$14,779	
	Actual	\$14,075	\$10,271		
	Comment (?)				
PM 22-Increase the number of outreach activities directed at the most vulnerable senior victims of abuse, neglect, and exploitation	Achieved?		No		
	Target/Goal		15	15	
	Actual	14	14		
	Comment (?)				
PM 23-Increase the number of formalized partnerships between aging/disability and elder rights groups.	Achieved?		Yes		
	Target/Goal		5	5	
	Actual	4	5		
	Comment (?)				
PM 24-Increase and efficiently track the resident satisfaction outcomes and complaint resolution rate by 5% annually.	Achieved?		No		
	Target/Goal		2	2	
	Actual	1	1		
	Comment (?)				
PM 25-Increase the number of quarterly visits to facilities by Ombudsmen representatives by 5% annually.	Achieved?		Yes		
	Target/Goal		139	146	
	Actual	132	161		
	Comment (?)				
PM 26-Increase the number of trained Volunteer Ombudsmen by 5% annually.	Achieved?		Yes		
	Target/Goal		2	4	
	Actual	1	2		
	Comment (?)				
Performance Measure		Year Prior	FY23	FY24	FY25

PM 27-Improve targeted educational activities that raise awareness of the Ombudsman program in the communities by 5% annually.	Achieved?		No		
	Target/Goal		8	8	
	Actual	7	5		
	Comment (?)				
PM 28- Expand the number of Resident and Family Councils by 5% annually.	Achieved?		No		
	Target/Goal		3	3	
	Actual	2	2		
	Comment (?)				
PM 29-Increase the number of outreach activities in the Catawba Region annually by 5%.	Achieved?		Yes		
	Target/Goal		36	39	
	Actual	34	98		
	Comment (?)				

Attachment B-Organizational Information

Agency name: CATAWBA AREA
Region: AGENCY ON AGING
Agency FTE (yearly hours): 3
Fiscal Year: 2024 2080

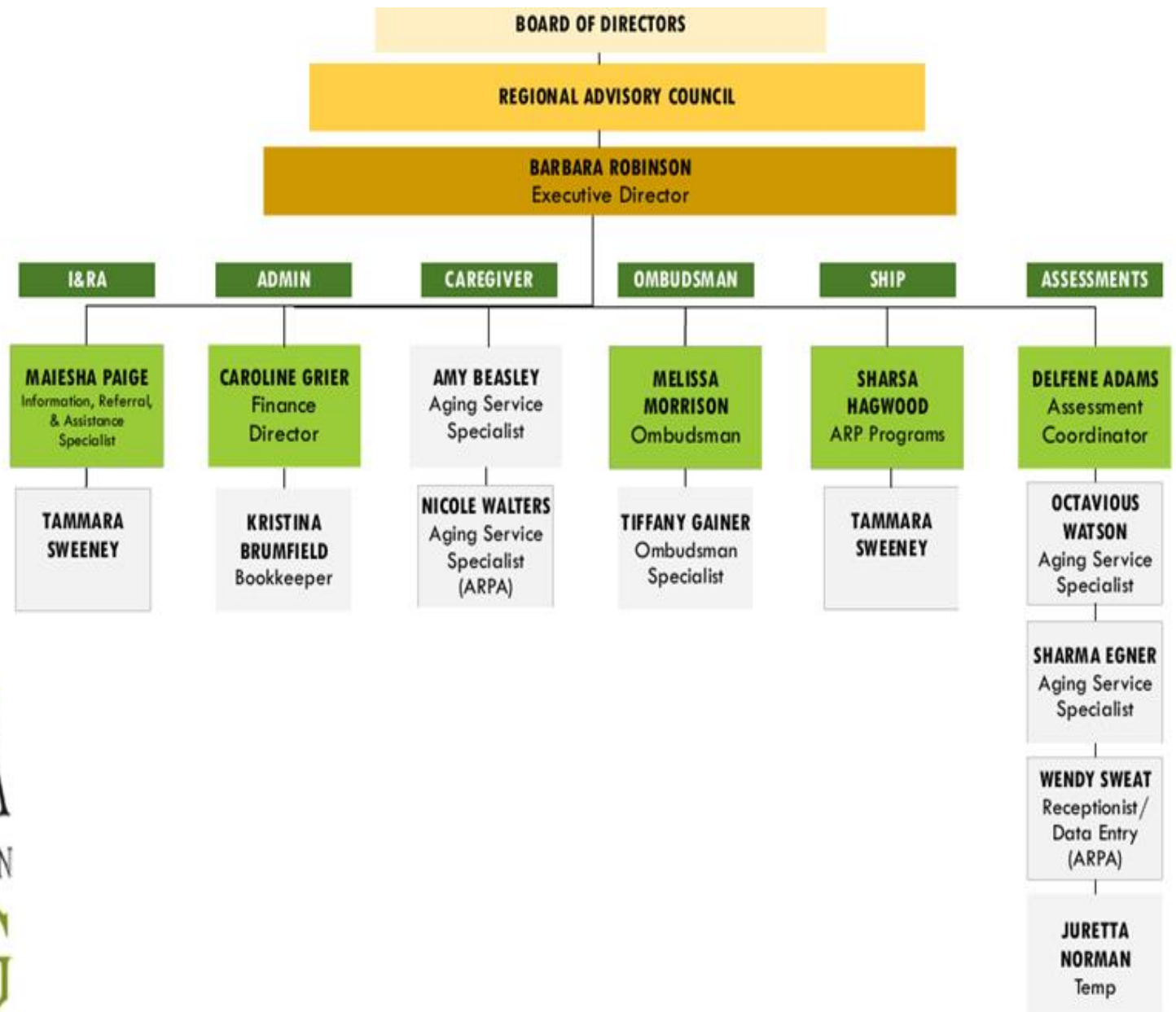
Area Agency on Aging Staff Responsibilities

Employee's Name	Employee's Title	Adm in	I&R /A	Assess ments	Home care	Transpor tation	Le gal	Nutri tion	Family Caregiver	Ombud sman	SHIP/ SMP	Tot al
Barbara J. Robinson	Executive Director	1										1
Caroline Grier	Finance Director	1										1
Kristina Brumfield	Bookkeeper	1										1
Tammara Sweeney	Insurance/Information & Referral		0.1								0.9	1
Amy Beasly	Caregiver Advocate								1			1
Nicole Waters	Caregiver Advocate								1			1
Delfene Adams	Assessment Coordinator			1								1
Octavious Watson	Assessor			1								1
Sharma Elder	Assessor			1								1
Wendy Sweat	ARP-Assessor			1								1
Maiesha Paige	Information & Referral		1									1
Melissa Morrison	RLTC Ombudsman									1		1
Tiffany Gainer	Ombud Assistant									1		1
TEMP				1								1
Vacant	SHIP/SMP Counselor										1	1
		3	1.1	5	0		0	0	2	2	1.9	15

REQUIREMENTS:
Family Caregiver Support Program:
 Full Time FC Advocate

Ombudsman: 1 staff per 2,000 beds
I&R/A: Full time Equivalent

AAA- 37.5 hours per week solely to activities of the Area Plan



Attachment C- Regional Advisory Council (RAAC)

REGION

CATAWBA

Mark with an "X" all that apply

RAAC Member Name	County of Residence	<50%	Program Beneficiary	Public Official	Minority	Rural Resident	Family Caregiver	Member of the Business Community	Veterans Organization	Member of the Disability Community	General Public	Provider Organization
		Age 60+										
LaShawn Jones	York		X		X		X			X		
Oscar Jones	York	X			X							
Carol Harvey	York	X			X			X				
Tatanish Campbell	Chester			X	X	X		X				
Phyllis Anderson	York	X					X	X				

Attachment D-Fiscal

Provider Name	Original Execution Date	End Date	Contractor/ Sub-recipient	Counties Served	Services Awarded
York County Council on Aging	July 1, 2024	June 30, 2025	Sub-recipient	York County	Evidenced Based, Nutrition, Homemaker, Transportation
York County Council on Aging	July 1, 2024	June 30, 2025	Sub-recipient	Chester County	Evidenced Based, Nutrition, Homemaker, Transportation
Union County Council on Aging	July 1, 2024	June 30, 2025	Sub-recipient	Union County	Evidenced Based, Nutrition, Homemaker, Transportation
Lancaster County Council on Aging	July 1, 2024	June 30, 2025	Sub-recipient	Lancaster County	Evidenced Based, Nutrition, Homemaker, Transportation
SC Legal Services	July 1, 2024	June 30, 2025	Contractor	Chester, Lancaster, Union, and York Counties	Legal
Senior Catering	July 1, 2024	July 30, 2025	Contractor	Lancaster County and Union County	Nutrition - Prepared Meals

Mom's Meals	December 1, 2023	November 30, 2024	Contactoer	Chester, Lancaster, Union, and York Counties	Home Delivered Meals
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