

State of Louisiana

AREA AGENCY ON AGING AREA PLAN

A Comprehensive Coordinated Service System for Older Persons in Louisiana

St. Tammany Area Agency on Aging

Fiscal Year 2024 through Fiscal Year 2027

July 1, 2023 – June 30, 2024

July 1, 2024 – June 30, 2025

July 1, 2025 – June 30, 2026

July 1, 2026 – June 30, 2027



Submitted to:

**State Unit on Aging
Office of the Governor
Office of Elderly Affairs
602 N. 5th Street, 4th Floor
Baton Rouge, LA 70802
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adrcla.org

SUBMITTAL PAGE

- (X) 4-Year Plan for July 1, 2023 – June 30, 2027
- () Area Plan Update for July 1, 20__ – June 30, 20__
- () Area Plan Amendment (Date): _____

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

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

Signature: _____ Date: _____
Director, Area Agency on Aging

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

Signature: _____ Date: _____
Chairperson, Advisory Council, Area Agency on Aging

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

Signature: _____ Date: _____
President, Board of Directors

Signature: _____ Date: _____
Secretary, Board of Directors

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Section 1: Mission Statement

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

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

St. Tammany Area Agency on Aging’s mission statement:

Mission Statement

COAST strives to provide St. Tammany Parish seniors with services designed to maintain and enhance their quality of life, wellbeing, independence, and involvement in the community.

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

SERVICE AREA MAPS SEE ATTACHMENT A

2.I: PSA Overview

St. Tammany Parish is a large, fast growing, very diverse parish with a large land mass. Hurricane Katrina brought a boom of residents to the area and the growing population has continued in the years since 2005. St. Tammany is the fourth largest parish in the state. A recent look at population numbers indicated that the Parish has grown by 13.1% from the 2010 Census to 2020 while the State as a whole grew only 2.7%. St. Tammany continues to be one of the fastest growing Parishes in Louisiana.

Data shows there is little out-migration and a growing older population. The census taken in 2010 showed that 18.7% of the total 233,740 parish population was over the age of 60, equating to 41,839 residents eligible for GOEA services. According to the US Census data for 2020, the percentage of the population aged 60 and older increased to 23.3%. Total Parish population as of 2020 was 264,570, equating to an estimated 61,644 residents aged 60 and older. That's 19,805 more seniors than in 2010.

In the past 60 years, St. Tammany Parish has transformed from a very rural area to what is now identified as an urban parish. However, this classification as urban is somewhat contradictory. The Department of Transportation and Development identifies some sections of St. Tammany municipalities as rural while other parts of the same municipality are considered urban. St. Tammany has a handful of small "urban" areas surrounded by hundreds of square miles of rural land. (See map – attachment A)

From 1960 to 1980, the population of the parish tripled. Some of this was due to the opening of the Stennis Space Center in 1961, which brought an unprecedented number of aerospace engineers to the area. Many settled in Slidell in the eastern part of the parish. Slidell remains the largest city in St. Tammany with 2020 population of 28,699.

Additional growth came in the 70s as families left the south shore parishes of Jefferson and Orleans to enroll their children in the excellent St. Tammany school system. Much of this growth happened in the western part of the parish, due in most part to the accessibility of the 24-mile Causeway Bridge connecting Jefferson Parish with St. Tammany. Mandeville, the city just north of the bridge, has a 2020 population of 13,045 and one of the highest per capita income levels in the State. Home and rental prices are aligned with that income.

Covington, the third largest city in St. Tammany, is located approximately 10 miles north of Mandeville. It has a 2020 population as of 11,421.

In addition to an excellent school system, St. Tammany also benefits from its availability of large tracts of land in the northern part of the parish, a rich eco-system, two state parks, an award-winning Rails to Trails project known as the Tammany Trace, access to numerous bayous and rivers, and Lake Pontchartrain.

St. Tammany is host to outstanding medical facilities. Whereas just a few years ago, residents were required to travel to New Orleans for specialty care, that care is now available at local clinics and hospitals. In the past few years, several facilities specializing in care for older adults, especially assisted living facilities with memory care units, have been built in the PSA.

Mandeville and Covington have repeatedly been named one of the best places to retire in Louisiana. In the past few years, several new retirement facilities have been constructed. St. Tammany also has several new neighborhoods comprised of small homes on small lots...perfect for older adults who wish to down-size.

St. Tammany is one of the richest parishes in the state and this is reflected in the cost of living. Unfortunately, most services workers and laborers are unable to maintain an acceptable quality of living in the PSA. Many of the AAA's staff come from surrounding parishes, as well as Hancock County in Mississippi. While poverty in St. Tammany is at a low point compared to other areas of the state, those in need are most desperately in need. Many live many miles from groceries and medical facilities. Public transportation is limited to what the AAA can provide through a contract with St. Tammany Parish government. Since COVID, the availability of drivers, as well as older vehicles that must wait long periods to receive replacement parts, have made the aging process difficult for some older adults.

The AAA/COAST alone cannot provide all of the services and support our Parish seniors and their caregivers need. It also isn't aware of all of the seniors and caregivers that need services. Building collaborative alliances and partnerships with other Parish agencies broaden the aid and assistance that can be offered and increases opportunities for staff to become aware of those in need.

The St. Tammany Council on Aging partners and collaborates with local agencies to provide a wider range of services to Parish seniors and their caregivers. These agencies refer clients to COAST and COAST refers callers to these agencies based on availability of needed services.

The primary local agencies that we collaborate with are:

- St. Tammany Parish Community Action Agency
- St. Tammany Parish Government
- St. Tammany Sheriff's office
- St. Tammany Parish Health and Human Services
- Governor's Office of Homeland Security and Emergency Preparedness
- Volunteers of America
- Saint Joseph Abbey
- Southeast Legal
- AARP
- Christopher Homes
- Elderly Protective Services
- Peoples Health
- Humana
- OSC-Management, Inc.
- Louisiana Department of Veterans Affairs
- SHIIP
- Capital Area Agency on Aging
- FPHSA
- Acadian on Call
- Alzheimer's Foundation
- Mayor's Council for Healthy Lifestyles
- Farmer's Market

- St. Tammany Health System
- Ochsner Health System

The AAA/COAST is focused on building a strong and integrated network of community support for the Parish's aging population, referring clients out when that is best for them and inviting other agencies in to provide education and services. Community agencies have expressed both their desire and eagerness to work collaboratively with the AAA to ensure the best outcomes for St. Tammany Parish seniors, disabled seniors, and their caregivers.

While making connections with other agencies, and knowing what services they can provide, continues to be a challenge, the Unite Us referral system has greatly improved the ability for agencies to work hand-in-hand with each other.

2.II: Area Plan Profile

Rural Towns: Abita Springs, Folsom, Pearl River, Sun,

Rural Communities: Bush, Lacombe

Urban Cities: Slidell, Mandeville, Covington

Urban Towns: Madisonville

Due to the lack of major highways in the Parish, the beauty of Lake Pontchartrain, and the relocation of south shore residents to St. Tammany Parish, the majority of the Parish population is located between the Lake and 10 miles north of Interstate 12 and west of Interstate 10. Income levels decrease going north and east across the Parish as the area becomes more rural.

While the largest "city" in St. Tammany has a population of less than 30,000, the surrounding "suburbs" makes the metropolitan area of Slidell significantly larger. A similar situation exists in Mandeville and Covington. The Town of Madisonville has less than 1,000 residents, but the city limits run into the highly developed suburban area surrounding Mandeville. Additionally, dozens of subdivisions built along LA Hwy. 22, stretch the population considering themselves to "live in" Madisonville all the way to the parish line.

In contrast, the Villages of Folsom and Sun have little development outside the Village limits. Abita Springs has become somewhat of a tourist attraction, but it has only one grocery. Residents must travel to Covington, a distance of five miles down a partially developed highway. The folks in Bush, Sun and Folsom have only stores such as Dollar General; medical facilities are scarce. Public transportation is extremely limited.

The growth of the parish has produced two different population demographics: native born, rural residents and urban born, transplanted residents. The former group tends to be older, requiring more assistance. Service delivery is difficult, as the vast majority of service providers are located in the more urban areas. Rural seniors have much less accessibility to resources as many of them no longer drive. Their dependence on the AAA to provide services is very strong; however, the AAA has faced new challenges in recent years as we look for economically and efficient processes to provide services to the rural population. It is becoming more difficult

and more expensive to find in-home service workers willing and able to travel to the far reaches of the parish. Additionally, many seniors live on large family owned tracts with poorly maintained private roads leading to the residence.

There is a 15-mile stretch of Interstate 10 running through St. Tammany Parish with little to no development alongside the roadway. This large pocket of undeveloped land is bisected by La Hwy 434. This north/south highway separates the east side of the parish from the west side and St. Tammany residents jokingly refer to it as “the great divide.” From a service delivery perspective, the great divide is a serious issue. It has been difficult and increasingly expensive for the AAA to procure vendors and subcontractors to provide services to both sides of the parish. Many companies consider their area of business to be one side of the parish or the other, not both.

The increasing numbers of elderly in the Parish and the growing disparity between urban and rural dwellers will have a significant impact on the need for the AAA and the agencies it collaborates with to purposefully review services and supportive programs to provide the best possible care for both groups. The AAA’s ability to increase services and programs will be dependent upon its ability to identify new funding sources through grant applications, fundraisers, and partnerships with other service providers that have funding.

As the rural population dwindles and the urban population grows, it will become necessary for the AAA to weigh the needs of the few isolated rural seniors against the needs of the much larger, but less isolated, urban seniors. This challenge is most evident in the operation of senior centers. While the AAA continues to introduce new programs and activities, attendance at the centers in the rural, northern part of the parish continue to average less than 20 per day.

Latest Census Estimate number of...	St. Tammany
Data Point	St. Tammany
HOUSEHOLDS BY TYPE	
Total households	95,054
Married-couple household	51,002
With children of the householder under 18 years	(X)
Cohabiting couple household	5,512
With children of the householder under 18 years	(X)
Male householder, no spouse/partner present	13,240
With children of the householder under 18 years	(X)
Householder living alone	9,356
65 years and over	3,180
Female householder, no spouse/partner present	25,300
With children of the householder under 18 years	(X)
Householder living alone	13,763
65 years and over	7,833
Households with one or more people under 18 years	30,987
Households with one or more people 65 years and over	31,666
Average household size	2.69
Average family size	3.22
RELATIONSHIP	
Population in households	256,106
Householder	95,054
Spouse	50,939

Unmarried partner	5,558
Child	81,090
Other relatives	16,722
Other nonrelatives	6,743
MARITAL STATUS	
Males 15 years and over	99,942
Never married	30,605
Now married, except separated	55,393
Separated	1,425
Widowed	3,197
Divorced	9,322
Females 15 years and over	107,986
Never married	27,364
Now married, except separated	53,358
Separated	2,482
Widowed	10,651
Divorced	14,131
GRANDPARENTS	
Number of grandparents living with own grandchildren under 18 years	5,320
Grandparents responsible for grandchildren	2,175
Years responsible for grandchildren	
Less than 1 year	744
1 or 2 years	219
3 or 4 years	287
5 or more years	925
Number of grandparents responsible for own grandchildren under 18 years	2,175
Who are female	1,400
Who are married	1,346
EDUCATIONAL ATTAINMENT	
Population 25 years and over	177,190
Less than 9th grade	5,699
9th to 12th grade, no diploma	11,154
High school graduate (includes equivalency)	44,626
Some college, no degree	41,827
Associate's degree	13,151
Bachelor's degree	39,396
Graduate or professional degree	21,337
High school graduate or higher	160,337
Bachelor's degree or higher	60,733
VETERAN STATUS	
Civilian population 18 years and over	195,491
Civilian veterans	15,768
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION	
Total Civilian Noninstitutionalized Population	255,391
With a disability	40,365
Under 18 years	61,824
With a disability	4,274

18 to 64 years	150,254
With a disability	19,891
65 years and over	43,313
With a disability	16,200
RESIDENCE 1 YEAR AGO	
Population 1 year and over	256,023
Same house	220,926
Different house (in the U.S. or abroad)	35,097
Different house in the U.S.	34,733
Same county	18,900
Different county	15,833
Same state	9,312
Different state	6,521
Abroad	364
PLACE OF BIRTH	
Total population	258,447
Native	247,384
Born in United States	245,704
State of residence	180,883
Different state	64,821
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	1,680
Foreign born	11,063
U.S. CITIZENSHIP STATUS	
Foreign-born population	11,063
Naturalized U.S. citizen	5,356
Not a U.S. citizen	5,707
YEAR OF ENTRY	
Population born outside the United States	12,743
Native	1,680
Entered 2010 or later	266
Entered before 2010	1,414
Foreign born	11,063
Entered 2010 or later	3,131
Entered before 2010	7,932
WORLD REGION OF BIRTH OF FOREIGN BORN	
Foreign-born population, excluding population born at sea	11,063
Europe	1,119
Asia	2,571
Africa	571
Oceania	64
Latin America	6,045
Northern America	693
LANGUAGE SPOKEN AT HOME	
Population 5 years and over	243,012
English only	226,332
Language other than English	16,680

Speak English less than "very well"	6,435
Spanish	10,304
Speak English less than "very well"	4,459
Other Indo-European languages	3,523
Speak English less than "very well"	980
Asian and Pacific Islander languages	2,067
Speak English less than "very well"	934
Other languages	786
Speak English less than "very well"	62
ANCESTRY	
Total population	258,447
American	19,543
Arab	1,062
Czech	385
Danish	421
Dutch	1,761
English	24,304
French (except Basque)	40,860
French Canadian	3,815
German	39,471
Greek	601
Hungarian	484
Irish	33,172
Italian	26,277
Lithuanian	502
Norwegian	1,493
Polish	2,530
Portuguese	507
Russian	441
Scotch-Irish	3,240
Scottish	4,719
Slovak	156
Subsaharan African	1,163
Swedish	2,260
Swiss	302
Ukrainian	247
Welsh	1,062
West Indian (excluding Hispanic origin groups)	376
COMPUTERS AND INTERNET USE	
Total households	95,054
With a computer	88,521
With a broadband Internet subscription	83,874

Section 3: Focal Points

In cooperation with agencies, organizations, and individuals participating in activities under this plan, the St. Tammany Area Agency on Aging will serve as the advocate and focal point for older individuals within the community by monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals. For purposes of assuring access to information and services, the area agency shall work with community agencies and officials in the PSA to ensure that focal points are available in each community within the PSA.

COAST has established seven (7) senior centers throughout St. Tammany Parish to provide support, services, and socialization for all of the major communities within this urban Parish. Senior centers are located in: Covington, Lacombe, Mandeville, and Slidell. Satellite centers are in Bush, Pearl River and Folsom.

Bush and Pearl River are small communities in the lesser populated northeastern part of St. Tammany. Folsom is located in the northwestern part of the parish and is also very small and rural. Lacombe is a community in unincorporated St. Tammany Parish. Lacombe has the highest minority population in the parish. Having focal points in these communities allows residents to benefit from services without having to drive any great distance.

St. Tammany Parish Area Agency on Aging Designation of Community Focal Points

Community Served	Focal Point Name and Address	Services Provided	Other Agencies Services Co-located/Coordinated
St. Tammany Parish	Bush Senior Center 81605 Hwy 41 Bush, LA 70431 985-886-8971	Membership, Congregate Meals, Recreation, Information & Assistance, Nutrition Education and Counseling	Bush Food Bank
St. Tammany Parish	Covington Senior Center 19404 N. 10 St. Covington, LA 70433 985-892-8530	Membership, Congregate Meals, Transportation, Recreation, Information & Assistance, Nutrition Education and Counseling, Wellness, Health Promotion and Disease Prevention	None
St. Tammany Parish	Madisonville Senior Center 403 St. Francis St. Madisonville, LA 70447	Membership, Congregate Meals, Transportation, Recreation, Information & Assistance, Nutrition Education and Counseling, Wellness, Health Promotion and Disease Prevention	None

St. Tammany Parish	Folsom Senior Center Fendlason Community Center 13296 LA-40 Folsom, LA 70437 985-796-9950	Membership, Congregate Meals, Recreation, Information & Assistance, Wellness, Nutrition Counseling and Education	Recreation District 12
St. Tammany Parish	Lacombe Senior Center 27397 Hwy. 190 Lacombe, LA 70445 985-218-9340	Membership, Congregate Meals, Transportation, Recreation, Information & Assistance, Health Promotion and Disease Prevention, Nutrition Education and Counseling	None
St. Tammany Parish	Pearl River Senior Center 39443 Hwy 41 Spur Pear River, LA 70452 985-863-2540	Membership, Congregate Meals, Transportation, Recreation, Information & Assistance, Nutrition Education and Counseling	None
St. Tammany Parish	Mandeville Senior Center (Paul Spitzfaden Community Center) 3090 E. Causeway Approach Mandeville, LA 70448 985-24-4629	Membership, Congregate Meals, Transportation, Recreation, Information & Assistance, Nutrition Counseling and Education, Wellness	None
St. Tammany Parish	Slidell Senior Center 610 Cousin St. Slidell, LA 70458 985-641-1852	Membership, Congregate Meals, Transportation, Recreation, Information & Assistance, Nutrition Education and Counseling, Wellness, Health Promotion and Disease Prevention	None

SEE MAP OF FOCAL POINTS, ATTACHMENT A

Section 4: Description of the Area Agency on Aging

St. Tammany Area Agency on Aging

The Area Agency on Aging is tasked with providing and coordinating a community-based system of services to promote the independence of and protect and preserve the quality of life for older individuals, adults with disabilities and caregivers. AAAs achieve this task by leveraging organizational strengths/weaknesses and partnering with local agencies/providers for successful and effective service delivery.

I. AAA Organizational Chart

See Attachment B

II. AAA Structure

As a single parish AAA, the St. Tammany Area Agency on Aging does not employ any persons not also employed by the Council on Aging. The two bodies share the same governing board. The St. Tammany Council on Aging, often referred to as COAST, currently employs 61 full-time employees, 18 part-time employees and six substitutes who work as needed. The daily operation of COAST is under the guidance of the Agency's Executive Director who reports to a fifteen-member Board of Directors. Directly reporting to the Executive Director is an upper management team of five directors: Finance, Human Resources, Operations, Client Services and Transportation. Also reporting to the Executive Director are the Marketing and Resource Manager, Caregiver Support Specialist and the Administrative Assistant.

The Transportation Director handles all aspects of the 5307, 5310 and 5311 transportation services offered by COAST through a contract with the Parish of St. Tammany. The Human Resources Director is responsible for employee relations, benefits and workforce planning. The Operations Director is responsible for contract management, facility maintenance, and day-to-day operations. The Finance Director is responsible for direct oversight of all financial matters. The Clients Services Director is responsible for the management and oversight of all Title III programs (excluding transportation), services and staff. The Caregiver Support Specialist handles III E case management. The Marketing and Resource Manager plans events and manages the marketing efforts of the AAA.

Additional staff include the following: The Records Compliance Coordinator is responsible for maintaining quality assurance and records compliance for the agency. The Nutrition Coordinator provides daily coordination of the Home Delivered Meals and Congregate Meals programs. The Lead Assessor coordinates in-home client services offered ensuring compliance with GOEA's Taxonomy for service implementation. The Facilities Maintenance Coordinator is responsible for building maintenance and repairs as needed for all center locations. The Activities Coordinators guide the recreational, wellness and public education activities at COAST's seven Senior Centers.

The operations of COAST are fully integrated to help ensure that services are coordinated and delivered in an efficient and comprehensive manner. Our Home Delivered Meals and Transportation services receive high marks every year from clients during our annual Client Satisfaction Survey. While the clients at the seven senior centers are not always happy with the quality of the lunchtime meals, the staff at the centers score high on the Client Satisfaction Survey. As the AAA moves toward a broader range of activities and educational events to attract "younger" seniors to the centers, we anticipate increased attendance and much appreciation for new programs.

The AAA is in continual pursuit of improvement. This is accomplished through numerous opportunities for staff to attend local, regional and national training seminars. Following COVID, many national organizations began holding virtual conferences. This has allowed staff to participate in more of these events than would be possible if travel and lodging were needed.

The six members of the upper management team meet twice a month for updates, input and brainstorming. These meetings, held via Zoom, have increased communication efforts, resulting in stronger programing and service delivery.

III. AAA Operational Plan

The AAA makes continual efforts to maintain a strong presence in the community and to involve the community in the operations and planning of services. Efforts are made to ensure service providers, local officials, and others interested in elderly issues are involved with all advisory councils, boards, and committees. The agency's Executive Director is actively involved with Parish organizations including public, private, non-profit, and governmental that provide services and/or support, relief, or advocacy to seniors.

The AAA collaborates with the Community Action Agency, mutually referring clients. The Council on Aging, St. Tammany belongs to the Northshore Social Services Network, a group of professionals working together to share resources and ideas to improve the lives of our residents. We work with the Northshore Food Bank to provide home delivered commodities to older adults. COAST actively engages with health care service providers to involve them in educational opportunities for seniors.

The AAA works closely with STARC, the local entity assisting persons with disabilities in St. Tammany Parish. The AAA provides transportation to STARC clients to both day centers and places of employment.

In 2020, the AAA hired a full time Case Manager for family caregivers. The AAA has also joined both the T-Care stress management program for family caregivers and Trualta, a web-based training program for family caregivers. These programs, along with support groups, education opportunities, sitter and respite services, plus one-on-one guidance from the Case Manager, provide caregivers encouragement and strength to carry out their caregiving responsibilities.

At a national level, COAST is a member in the International Council on Active Aging, a member of the American Society on Aging, the National Council on Aging and USAging. Since COVID, the executive director has attended several national conferences via virtual means.

The AAA/COAST alone cannot provide all of the services and support our Parish seniors and their caregivers need. It also isn't aware of all of the seniors and caregivers that need services. Building collaborative alliances and partnerships with other Parish agencies broaden the aid and assistance that can be offered and increases opportunities for staff to become aware of those in need.

As listed in section 2.1 of this document, the AAA partners and collaborates with local agencies to provide a wider range of services to Parish seniors and their caregivers. These agencies refer clients to COAST and COAST refers callers to these agencies based on availability of needed services.

The AAA/COAST works diligently to alert the public of services that are available to them. Staff participates in numerous health fairs, resource fairs, open houses and other events. The AAA sponsors a Resource Fair each year in October, providing valuable information to St. Tammany older adults.

The AAA/COAST is focused on building a strong and integrated network of community support for the Parish's aging population, referring clients out when that is best for them and inviting other agencies in to provide education and services. Community agencies have expressed both their desire and eagerness to work collaboratively with the AAA to ensure the best outcomes for St. Tammany Parish seniors, disabled seniors, and their caregivers.

There are no planned changes to the service coordination methods. However, now that we are coming out of the COVID pandemic, agencies throughout St. Tammany are restructuring, reorganizing and reviewing their work models. Changes may occur in the coming years.

COAST's Board of Directors is comprised of fifteen directors with representation from across the Parish. The

Board has the fiduciary responsibility of ensuring that all funds coming into the organization are spent according to the annual budget. Additionally, Board committees monitor the various services COAST provides to its clients and the quality of those services. COAST's Executive Director reports directly to the Board and meets with the full Board each month to update them on progress against budgetary and service goals.

COAST's Board of Directors has the following standing committees: Finance, Executive, Board Development, Personnel and Title III Services. The Title III Services committee monitors service goals and assists administration with problem resolution. Other ad hoc committees are formed when needed. The Finance committee reviews all contracts and will participate in the Four-Year Plan Services Procurement Process.

The AAA has established the Area Agency on Aging Advisory Council to assist the agency with meeting its responsibilities as the Area Agency on Aging for St. Tammany Parish. These responsibilities include the planning, development, and expansion of services to the elderly, as well as the development and monitoring of the agency's Area Plan. This Advisory Council is made up 10 St. Tammany Parish residents who are interested in elderly issues and in serving the elderly. Five of the AAA council members are 60+, three are recipients of COAST services, one is a minority, and three are members of a supporting services agency.

As previously mentioned, St. Tammany is a single parish AAA. AAA and COA are one in the same.

Section 5: Planning Process-Establishing Priorities

Early in 2022, the AAA Executive Director met with the Advisory Council to devise a timeline for the planning process. However, unforeseen delays required the Council to re-evaluate the timeline.

The AAA began distributing Needs Assessment Surveys to the general public, client and aging network partners in September 2022.

In our efforts to develop a comprehensive Area Plan that identifies both current and future needs of St. Tammany Parish's senior citizens, persons with disabilities and their caregivers, the AAA:

- Reached out to the community to find diverse candidates for the Area Agency on Aging Advisory Committee
- Appointed a member of the Board of Directors to serve as a member of the Advisory Council to ensure communication between the two entities.
- Reviewed the Parish Census data available from the US Census Bureau and the Louisiana government websites
- Hand-delivered paper Needs Assessments to homebound clients.
- Conducted Need Assessment meetings at all seven centers. Staff was equipped with laptops to assist clients who requested help in completing the electronic survey.
- Newspaper articles identified the online assessment web address;
- Needs Assessment survey was linked to the COAST website
- Emailed the survey to members of the Board of Directors, Advisory Council, AAA staff, staff of STARC and several networking groups.
- Worked with local media to inform general public about survey and how they could participate.
- Conducted a local radio station interview inviting members of OOA subgroups to privately reach out to AAA Executive Director with specifics needs and concerns.
- Met with various governmental agencies and elected officials to determine greatest areas of need.
- Conducted seven Community Meetings to gather public input and provide opportunity to complete Needs Assessment Survey.
- Sent email invites to Community Meetings and Public Hearings to elected officials throughout the parish.
- Presented the Plan to the public through a formally announced Public Hearing.

The AAA began obtaining information from stakeholders during the summer of 2022.

The Executive Director personally met with many local officials to gather their thoughts on the future needs of seniors. The Needs Assessment Survey was distributed in mid-September. Members of various networking groups, health and wellness organizations, the medical community, those working with disabled individuals, caregiver families, older adults and the general public were afforded the opportunity to complete the survey online. Additionally, 500 paper copies of the survey were distributed to the AAA's homebound clients. Staff, equipped with laptops, visited all seven centers to assist clients in completing the survey.

Additionally, the AAA conducted five public input meetings to hear concerns and suggestions regarding the needs of seniors in the future. Attendance at some of the meetings was high; at others, low. But the comments were all good.

Section 6: Needs Assessment

The survey was distributed in both electronic and written form. It was distributed through email, QR code, website and in-person. For additional distribution information, see Section 5.

Survey results and public input comments were in agreement, with the unexpected exception of transportation. While transportation did not rank high in survey results, it was mentioned at almost every community meeting. As expected, persons already receiving services recorded the greatest need for services in the future. Additionally, there was a large discrepancy in persons requiring help to pay for an unexpected bill. Almost 50% (49.2) stated they need no help while 13.26% stated they need very much help with unexpected expenses. This data confirms what census data tells us about the economic conditions of the parish. The poverty-level population is small, but they require considerable assistance.

The prevalent service needs in the PSA, according to the Needs Assessment Survey, are as follows: Service Access, Internet Access, Someone to Talk With, Group Activities, Meals with Others, Fall Prevention, Information on Healthy Eating.

Please see Section 11, for Goals and Objectives.

The survey results did not change the AAA's priorities, but they did result in additional services and programs added to existing services and programs.

Overall, questions receiving the highest number of important or very important rankings were: access to services, fall prevention programs, someone to talk to when lonely, group activities and information on healthy eating. To address these service needs, the AAA will hire another wellness coordinator, expand media exposure to AAA programs and services, and expand the Caring Heart, phone companion program.

The most-in-need and vulnerable citizens have always had priority in the PSA. Using the state-issued Louisiana Independent Living Assessment (LILA), scores are given to all applicants. Services are delivered based on the score of the applicant.

Currently, the AAA has a waiting list for the Chore service only. That is because this service, which offers lawn maintenance, only operates March – Oct.

Needs Assessment Survey Results

Question	Important/ Very Important	Very Important
Internet Access	81.1%	65.2%
Service Access	97.5%	75.3%
Center Near Home	78.7%	54.5%
Insurance Help	69.8%	45.1%
Transportation	69.8%	51%
Meal with Others	81.5%	49.7%
Computer Skills	63.6%	34.3%
Group Activities	84.1%	54.8%
Someone to talk with	84.5%	58.9%
Delivered Meals	63.1	35.9%
Info on Healthy Eating	84.1%	40.1%
Keeping Home Clean	74%	47.2%
Personal Care Help	53.1%	35.9%
Alzheimer's Info	72.8%	43.9%
Stay Warm/Cool	77.4%	52.7%
Fall Prevention	86.1	41.8%
Respite Care	69.0	45.1%
Adult Care Homes	67.4	42.2%

Section 7: Targeting

I. Targeting Priorities

The 2020 OAA reauthorization identifies specific populations and population subgroups which the AAA must include in its targeting efforts. Survey results and data from the 2020 Census identify the following groups found in the St. Tammany Parish population:

- Black
- Latino
- Persons with disabilities
- Persons who live in rural areas
- Members of the LGBTQ+ community
- Persons with limited English proficiency
- Persons caring for another person
- Individuals with income at or below the poverty line

II. Description of Priority Groups

There are three over-arching characteristics of all of these groups. One is the desire to be heard and respected. Two is a hesitancy to be identified as a member of one of these groups. So many of our older adults, especially those in the Silent Generation, don't want to be identified as disabled, or poor, or even rural. A gentleman completing a survey given at a senior center said he was not a rural citizen, based on the fact that he lived with the limits of the village, which had a population of less than 700 people. Family caregivers often bristle at the idea of being called a caregiver; they believe what they are doing is their duty and not anything to be recognized.

The third characteristic is need. Members of these groups don't always know how, or where, to ask for help. It is the mission of the AAA to assist them in that realm.

Minority members tend to be more heavily located in the larger population areas of Covington and Slidell. The area with the lowest income is found in the more rural areas. According to Census data, 8% of St. Tammany residents over the age of 65 live below the poverty line. The other groups are fairly well spread across the parish.

The needs of these groups are similar to the needs of all older adults: assistance with remaining independent, social opportunities, help with caregiving, transportation, and information, education and resources.

The targeted groups were determined through data achieved in the Needs Assessment Survey and the AAA's current client census.

III. Area Plan: Then and Now

Previously, the AAA did not specifically address the social isolation factor or the special needs affecting the target populations. Adding new activities and events, to include those conducted in Spanish and those affording privacy for members of the LGBTQIA+ community, as well as expanding transportation, and health and wellness opportunities in the rural areas, will provided better equity, diversity and inclusivity in the AAA's services and programs.

Public input did not identify a gap in accessing existing services for the targeted groups. The AAA has always worked diligently to provide those in most need a complete compliment of services.

Section 8: Community Meetings

ALL AGENDAS AND SIGN IN SHEETS ARE IN ATTACHMENT C

St. Tammany Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Date of Meeting: October 19, 2022

Location of Meeting: Covington Senior Center

1. Describe the format of the meeting. Attach a copy of the meeting agenda.
 - Brief explanation of Four-Year Plan process
 - Four Year Plan Needs Assessment & Public Input
 - Preliminary Goals and Objectives

2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.
 - Classical or instrumental music in centers at certain times at a low volume
 - Receive more information on scams targeted at the elderly especially tech fraud and hacking of email and social media accounts
 - Programs for seniors who are above the basic income level but still struggling financially and need help with supplementing food and utilities

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

St. Tammany Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Date of Meeting: October 24, 2022

Location of Meeting: Fendalson Community Center,
Folsom, LA

1. Describe the format of the meeting. Attach a copy of the meeting agenda.

- Brief explanation of Four-Year Plan process
- Four Year Plan Needs Assessment & Public Input
- Preliminary Goals and Objectives

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

- A dedicated Activity Center for Folsom seniors instead of a shared building
- More Arts and Crafts at the Activity Center
- Bring someone out to give the seniors COVID and Flu shots

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

St. Tammany Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Date of Meeting: October 20, 2022

Location of Meeting: Slidell Senior Center

1. Describe the format of the meeting. Attach a copy of the meeting agenda.

- Brief explanation of Four-Year Plan process
- Four Year Plan Needs Assessment & Public Input
- Preliminary Goals and Objectives

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

- Zoom Virtual Visits
- Adopt a Senior Program for the holidays
- Times set aside to enjoy a variety of music at the Activity Centers
- Outings and day trips from the Activity Centers
- More technology classes offered at the Activity Centers
- More activities offered at the Activity Centers
- Hire a Volunteer Coordinator

3. Indicate revisions made due to comments, if applicable. Outings and daytrips were added to the Goals and Objectives. Hiring a volunteer coordinator was added to Goals and Objectives.

St. Tammany Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Date of Meeting: September 21, 2022

Location of Meeting: Town of Madisonville Reception Hall
403 St. Francis Street, Madisonville, LA 70447

1. Describe the format of the meeting. Attach a copy of the meeting agenda.
 - Four Year Plan Needs Assessment Survey was given to those attending
 - Needs of Older Adults Discussion
 - Madisonville Activity Center for Older Adults

2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.
 - More affordable lunch options are needed for seniors.
 - More public Transportation is needed for seniors.

3. Indicate revisions made due to comments, if applicable. A Center for Madisonville was removed from Goals and Objectives, as it appears we will have the center open prior to July 1, 2023,

St. Tammany Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Date of Meeting: September 28, 2022

Location of Meeting: Town of Madisonville Reception Hall
403 St. Francis Street, Madisonville, LA 70447

1. Describe the format of the meeting. Attach a copy of the meeting agenda.
 - Four Year Plan Needs Assessment Survey was given to those attending
 - Needs of Older Adults Discussion
 - Madisonville Activity Center for Older Adults

2. Briefly summarize comments of those in attendance at the meeting. Attach additional pages as needed.
 - More public Transportation is needed for seniors
 - Volunteer nurses for the Senior Centers
 - More adaptive, especially floor stretching, physical exercises at the Senior Centers

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

St. Tammany Area Agency on Aging

Needs Assessment Community Meeting Record Area Plan Cycle 2024 – 2027

Date of Meeting: October 24, 2022

Location of Meeting: Slidell Main Library, 555 Robert Blvd., Slidell

1. Describe the format of the meeting. Attach a copy of the meeting agenda.

No attendees at this meeting

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

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

St. Tammany Area Agency on Aging

Needs Assessment Community Meeting Record

Area Plan Cycle 2024 – 2027

Date of Meeting: October 25, 2022

Location of Meeting: COAST Bush Activity Center in the
Bush Community Center, 81605 LA-41, Bush, LA 70437

1. Describe the format of the meeting. Attach a copy of the meeting agenda.

- Brief explanation of Four Year Plan process
- Four Year Plan Needs Assessment & Public Input
- Preliminary Goals and Objectives

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

- Better quality food served at the Activity Centers
- Nurses visits to the centers twice a week
- Bring someone out to give the seniors COVID and Flu shots
- More advertising and promotion of the Activity Centers

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

Section 9: PUBLIC HEARING

The AAA conducted three public hearing, in three different communities, at three different times of the day. The only attendance was at the Abita Springs hearing.

ABITA SPRINGS PUBLIC HEARING NOTES:

Briefly summarize comments of those in attendance.

COAST to bring programs such as lunch and learns to Abita Springs. COAST to give out information on its services to the Abita Springs Seniors Club. COAST picking up some of the Abita Springs seniors and bringing them to the COAST Covington Activity Center

Indicate needs identified through public hearings from the following:

Elected Officials:

1. Tayler Migues (representative of Mayor Dan Curtis) spoke about COAST bringing programs to Abita Springs for its seniors

Public Officials:

None

Service providers:

None

Service Recipients:

None

Older individuals:

None

Others(i.e. caretakers):

None

THEN... We hosted a breakfast. Invited the same people we had invited to the first three hearing.
PEOPLE CAME!

MANDEVILLE PUBLIC HEARING NOTES:

2. Briefly summarize comments of those in attendance.

In general, those in attendance were very pleased with the plan. There was discussion regarding the propose Dementia Support and Education Center as well as the need for increased transportation throughout St. Tammany. Additional comments found below were expressed after the meeting broke up and were shared with the Executive Director.

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

Elected Officials:

The mayor of Slidell asked if there had been a location identified for the Dementia Center. He was told that no location had been as yet selected, but that the intention was to locate the Center on the West Side of the parish as the East Side is currently home to Slidell Adult Day Center. The Parish President stated that the plan was well done.

Public Officials:

1. No specific comments from this group.

Service providers:

1. The director of the Covington CenterWell medical facility offered the assistance of his bi-lingual primary care physician to provide some education for the Spanish speaking population.

Service Recipients:

1. An older adult, who transports his mother-in-law to a Center several times a week noted that prior to COVID, the client received 5 rides a week to the Center, but currently was only able to get a bus ride to the Center two days a week. He emphasized how important it is for COAST to find additional drivers and to purchase new vehicles so that service can return to pre-COVID levels.

Older individuals:

1. No specific comments from this group.

Section 9: Public Hearing

Cont'd

Others(i.e. caretakers):

An adult child shared his experience with his mother-in-law and her frustration with technology. He stated that additional IT education for older adults is much needed.

4. Summarize comments and indicate revisions made due to comments, if applicable. No revisions made.
5. Specify methods and dates used in publicizing hearings. Hearings were promoted on local radio stations, in the St. Tammany Farmer newspaper, via Facebook, postings at Centers and email invites.
6. Indicate the views of service recipients regarding general policy in the development and administration of the area plan. Service recipients were pleased with the process of developing the area plan.

RESULTS OF PUBLIC HEARINGS

ST. TAMMANY AREA AGENCY ON AGING

LOCATION	DATE	# 60+	# SERVICE PROVIDER	#ELECTED OFFICIAL	# PUBLIC OFFICIAL	# OTHERS	TOTAL # ATTEND
St. Tammany Parish Council Chambers	11/10/22	0	0	0	0	0	0
Abita Springs Town Hall	11/15/22	0	0	1 (represented Abita springs Mayor)	1 (Abita Springs police officer)	0	2
Slidell Activity Center	11/16/22	0	0	0	0	0	0
Fleur De Lis Event Center	11/30/22	4	3	3	2	5	17

ALL LEGAL NOTICES AND SIGN IN SHEETS ARE IN ATTACHMENT D

Section 10: Identification of Priorities

Establishing Priorities

This Plan was developed in accordance with federal guidelines and regulations as detailed in the Older Americans Act. Each goal was designed to serve one or several of the Administration on Community Living's Topic Areas: Core Programs, COVID-19, Equity, Expanding HCBS access and Caregiving. These priorities also include priority for those in greatest economic and social need.

After the survey data had been sorted, the AAA met with the Advisory Council to review the results and begin drafting goals and objectives. Survey data and the draft goals and objectives were shared with the general public at seven community meetings.

The Advisory Council met again, to hear the comments from the community meetings and to write the final goals and objectives.

The final draft of the Four Year Plan was shared with the public at four public hearings.

Following the Public Hearings, the Plan received a final review by the AAA Advisory Council and was approved. The Board of Directors then met and voted to approve the Plan as written.

The AAA Advisory Council will continue to stay involved with the Four Year Plan as the specific goal metrics are developed and monitored through quarterly meetings. The AAA Advisory Council will assist with the annual review and, if necessary, revision of the plan. Advisory Council members are very vocal advocates for the needs of Parish seniors.

The Needs Assessment priorities weighed heavily in the direction of more communication from the AAA to the public, more social interaction, and education in health, wellness and technology topics. Interestingly, transportation did not appear in the top 10 needs identified, but it was mentioned in most of the community meetings. Additional services for persons living in rural areas was also a frequently mentioned need in community meetings.

The AAA will build on existing services and programs, as well as add new opportunities to meet the targeting mandates. The continued growth of St. Tammany Parish, along with rapidly rising housing costs, will ensure that the AAA's local property tax millage will allow for additional services and programs. However, service to those in the more rural areas is often difficult to provide through contracted vendors. The AAA has been moving toward hiring staff to provide services such as Sitter and Homemaker, thereby ensuring that those in most need, regardless of their location in the parish, will receive needed services.

Section 11: Area Plan Goals and Objectives

Goal # 1: Build upon current health and wellness programs to provide access to a larger group of older adults. (expanding Core programs/COVID 19/expanding access)			
Rationale: Additional opportunities for exercise, nutrition education, self-care tips, wellness education and communication with healthcare professionals is an important step in remaining independent.			
		Projected Start & End Dates	Update Status
Objective #1:	Hire a second Wellness Coordinator and provide training in at least one HPDP approved program.	7-1-23 – 12-31-23	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	A second Wellness Coordinator will allow us to bring HPDP programming to two additional centers. Currently, these programs are available at only three of our seven centers.		
Measurement:	Number of additional units of HPDP programs received by clients.		
Projections			
FY 24:	2,500		
FY 25:	2,500		
FY 26:	2,500		
FY 27:	2,500		
Objective # 2 :	Partner with the local community agencies to provide health care education, screenings and access at centers across the parish.	7-1-23 – 6-30-27	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year
Outcome:	Some older adults have difficulty getting to large Health Fair events held in our larger cities. Having healthcare workers conduct screenings and education sessions in our centers will bring these opportunities to the local communities.		
Measurement:	Number of education/screening events held yearly.		

<p>Projections FY 24: 12 FY 25: 12 FY 26: 12 FY 27: 12</p>			
<p>Objective #3 :</p> <p>Outcome:</p> <p>Measurement:</p> <p>Projections FY 24: 2 per year FY 25: 2 per year FY 26: 2 per year FY 27: 2 per year</p>	<p>Partner with local community agencies to provide twice yearly Lunch and Learn sessions in low income and/or rural areas to share information regarding COVID and other infectious diseases.</p> <p>Older adults love to eat together. A lunch and learn activity may bring out a section of the population that would not attend a session on vaccines. Bringing these events to the rural and low income areas will increase awareness of health concerns and trust in local healthcare workers.</p> <p>Number of Lunch and Learn events held yearly.</p>	<p>7-1-23 – 6-30-27</p>	<p><input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year</p>

Goal #2: Agency staff will work to improve public awareness of AAA programs, available services and caregiver resources. (expanding access/equity)			
Rationale: Information on how to access services always ranks as “very important” in the Needs Assessment results. Providing this information is one of our most important tasks.			
		Projected Start & End Dates	Update Status
Objective # 1 :	Share information regarding programs with social services agencies, health care workers and organizations assisting older adults.	7-1-23– 6-30-27	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year
Outcome:	Community organizations will receive current information and be better informed to share that information with targeted populations.		
Measurement:	Number of organizations receiving timely and accurate information to share with our most in need populations.		
Projections			
FY 24:	12 organizations		
FY 25:	12 organizations		
FY 26:	12 organizations		
FY 27:	12 organizations		
Objective #2 :	Develop and promote a COAST APP and use social media (eg. Instagram and Facebook) and Alert Media to provide easily accessible information regarding special events, new programs and ongoing activities to clients, caregivers and general public.	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	When important and timely information appears on a Smart Phone or electronic device, people are more likely to become aware of the event, program or activity.		
Measurement:	Number of postings to social media each month.		
Projections			
FY 24:	8-10 per month		

independence.			
		Projected Start & End Dates	Update Status
Objective # 1 :	Provide cross-parish rides for medical transportation from the west side of the parish to the medical facilities on the east side of the parish, including, but not limited to, the VA Health Center in Slidell.	7-1-23 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	There are no cross-parish rides available at this time. Creating a cross-parish route will allow disabled Veterans who live on the west side of the parish to receive the care they need at the VA clinic in Slidell. It will also provide access to specialists located on the east side of the parish to west side older adults		
Measurement:	Number of rides to the VA clinic from west St. Tammany communities.		
Projections			
FY 24:			
FY 25:	50 rides		
FY 26:	50 rides		
FY 27:	50 rides 50 rides		
Objective # 2:	Increase rural rides to include pick-ups in the northern part of the parish.	7-1-24 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year
Outcome:	Due to the odd designation of heavily populated portions of St. Tammany that carry a rural designation, rides in the most rural parts of the parish have been extremely difficult to provide. Adding an additional vehicle to the program, that will be used only in the northern part of the parish, will allow those older adults to get into the “city”.		
Measurement:	Number of rides from northern parts of the parish.		
Projections			
FY 24:	0 (must acquire a vehicle)		
FY 25:	250		

FY 26: FY 27:	250 250		
Objective # 3 : Outcome: Measurement: Projections FY 24: FY 25: FY 26: FY 27:	Provide transportation from one Activity Center to another location for activities to include Bean Bag Baseball Tournaments, walks in the park, shopping trips, etc. COVID 19 made many of our older adults slow down, lose friends and become less engaged. Giving them the opportunity to meet with other center members, visit new places and participate in new activities will help them re-engage in their communities. Number of field trips conducted each year. 0 (must acquire a vehicle) 16 16 16 16	7-1-24 – 6-30-27	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year

Goal # 4: Working through multiple web-based and in-person programs, AAA will provide vital support services to family caregivers.

Rationale: Family caregivers are the vital link between aging in place and being in a facility. Their job is exhausting and expensive. Providing support for them is critical so that they may continue to care for their loved ones

		Projected Start & End Dates	Update Status
<p>Objective # 1: Provide sitter service through both NFCSP and Title IIIB funding to older adults taking care of a disabled or older family member to assist in stress management and self-care for caregiver.</p> <p>Outcome: Providing sitter service will give family caregivers additional relief over and above respite care.</p> <p>Measurement: Number of clients receiving sitter service during the year.</p> <p>Projections FY 24: 15 FY 25: 15 FY 26: 15 FY 27: 15</p>		7-1-23 – 6-30-27	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year
<p>Objective # 2: Provide caregiver support and caregiver education through regularly scheduled in-person and virtual sessions conducted by contracted gerontologist.</p> <p>Outcome: Less stress and excellent caregiving information to empower the caregiver.</p> <p>Measurement: Number of caregivers attending sessions</p> <p>Projections FY 24: 15 FY 25: 15 FY 26: 15 FY 27: 15</p>		7-1-23 – 6-30-27	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year
<p>Objective # 3 : Employ a full-time caregiver Case Manager.</p> <p>Outcome: Knowing there is a caring and informed individual to assist with the many challenges of caregiving results in less stress</p>		7-1-23 – 6-30-27	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year

<p>Measurement:</p> <p>Projections FY 24: FY 25: FY 26: FY 27:</p>	<p>and more strength for the caregiver.</p> <p>Number of clients receiving case management units</p> <p>25 25 25 25</p>		
<p>Objective # 4:</p> <p>Outcome:</p> <p>Measurement:</p> <p>Projections FY 24: FY 25: FY 26: FY 27:</p>	<p>Provide caregiver training through the Trualta program, a web-based program that teaches family members to be caregivers through easy to understand, short, education modules.</p> <p>More knowledge makes for a better caregiver.</p> <p>Number of clients enrolled in the program.</p> <p>20 20 20 20</p>	<p>7-1-23 – 6-30-27</p>	<p><input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year</p>
<p>Objective # 5:</p> <p>Outcome:</p> <p>Measurement:</p>	<p>Open a Respite Service and Education Day Center for older adults with dementia</p> <p>Survey results show that half of those persons caring for someone in the home identified that they need temporary relief from their caregiver duties. A day center for clients with dementia would provide both a socialization opportunity for the older adults, as well as much needed relief for the caregiver.</p> <p>Number of clients enrolled in the program.</p>	<p>7-1-25 – 6-30-27</p>	<p><input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year</p>

Projections FY 24: 0 FY 25: 0 FY 26: 10 FY 27: 10			
Goal #5 : Expand the types of activities offered at the Centers, to also include late afternoon/early evening activities.			
Rationale: Survey results revealed a desire for more types of activities at the Centers., there are many St. Tammany residents over the age of 60 and still working who would benefit from “after hours” activities. Additionally, members of groups such as LGBTQ+, limited English proficiency and religious minorities, are more comfortable meeting in small groups when the center is open for them only.			
		Projected Start & End Dates	Update Status
Objective # 1: Outcome: Measurement: Projections FY 24:	Develop a strong volunteer program. A strong volunteer program will allow AAA to bring in a wider variety of activities, classes and entertainment to the centers. Number of volunteer led activities each month 20	1-1-24 – 3-31-24	<input checked="" type="checkbox"/> New <input type="checkbox"/> Continued from Previous Year

FY 26:	14		
FY 27:	14		

Objective #4 :	Expand the Caring Hearts phone companion program.	7-1-23 – 6-30-27	<input type="checkbox"/> New <input checked="" type="checkbox"/> Continued from Previous Year
Outcome:	Having someone to talk with when lonely improved mental health and decreases social isolation.		
Measurement:	Number of clients in the program.		
Projections			
FY 24:	20		
FY 25:	30		
FY 26:	30		
FY 27:	30		

Section 12: SUMMARY OF SERVICES UNDER THE AREA PLAN

ST. TAMMANY AREA AGENCY ON AGING

Mark all services to be administered under the Area Plan by funding source

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

Section 13: Disaster Preparedness

I. Disaster Plan

See Attachment E

II. Public Health Emergency Operational Plan

Insert/ Attach Re-Opening Plan developed in response to COVID-19

See Attachment E

Section 14: Title III Request for Waiver of Priority Services (Optional)

St. Tammany Area Agency on Aging

Agencies may request a Waiver of Priority Services if it is demonstrated that such service(s) is/are being provided sufficiently to meet the needs in the PSA. Agencies requesting a Waiver must adhere to GOEA Policy [§1141](#).

1. Priority Service(s) for which Waiver is being requested: _____

2. Detailed rationale for Waiver Request.

3. Public Hearing record regarding Waiver Request. (See format in Section 8)

4. Assurance that supplemental service funds not utilized due to this request are allocated to the remaining priority services categories.

5. Waivers may be granted for a period of time up to/not to exceed 12 month; and must be requested annually.

Section 15: Governing Board

See Attachment F

Section 16: Advisory Council

St. Tammany Area Agency on Aging Advisory Council Membership

NAME	Physical or Mailing ADDRESS	NAME OF AGENCY / GROUP REPRESENTED
Andrew Cook*	61305 N. Mill Road Lacombe, LA 70455	Rural Senior 60+
Bettie Pogue*	260 Buchanan St. Covington, LA 70433	Senior 60+
Jan Butler ***	259 N. Buchanan St. Covington, LA 70433	Senior 60+
J. R. Stampley*	12 Ellen Drive Covington, LA 70433	Senior 60+
Lori Franzo*	2101 Sgt. Alfred Dr. Suite C Slidell, LA 70458	ComForCare (senior home health care agency)
Jeanne Marino	126 Wood Thrush Drive Madisonville, La 70447	St. Tammany Parish Government
Emily Pupo	1010 S. Polk Street, Suite 1 Covington, LA 70433	St. Tammany Parish Hospital
Bill Magee*	33660 Magee-Mahnor Rd. Pearl River, LA 70452	Rural Senior 60+
Fabianne Faciane	62273 N. 12th Street Slidell, LA 70460	Minority/Senior Care

Use an asterisk (*) to indicate persons 60 +. Use two asterisks (**) to indicate Chairperson.

Use three asterisks (***) to indicate Chairperson 60 +.

Indicate number of members in each of the following categories:

Category	Number	Category	Number
60+ population	5	Elected officials	0
Clients of Title III services	0	General public	
Representatives of older persons	1	Representatives of health care provider organizations (Includes veterans' health care if there is a V.A. facility in your area)	2
Representatives of minority elderly	1	Representatives of supportive services provider organizations	1

Section 17

ASSURANCES

STANDARD ASSURANCES UNDER THE OLDER AMERICANS ACT (PROVISION OF ASSURANCES BY AREA AGENCIES ON AGING)

The Older Americans Act of 1965, as amended (42 U.S.C., Section 3001, et. seq. hereafter referred to as the Act), requires each Area Agency on Aging to provide assurances that it will develop a plan and carry out a program in accordance with the plan. Each Area Agency on Aging must comply with the following provisions of the Act and written policies, procedures or agreements, as appropriate, must be on file in the Area Agency on Aging office and available for review and approval by Office of Elderly Affairs officials.

- Sec. 306(a)(6)(E)(F)(G) Procedures for Coordination with Program Listed in Sec. 203(b) of the OAA
- Sec. 306(a)(7) Policy for the Coordination of Community-Based Long Term Care
- Sec. 306(a)(8) Policy Regarding Coordinating of Case Management Services
- Sec. 306(a)(9) Policy to Carry Out the Long-Term Care Ombudsman as Described in Section 307(a)(9)
- Sec. 306(a)(10) Policy for a Grievance Procedure for Older Individuals That are Dissatisfied or Denied a Service Under This Title.

- Sec. 306(a)(11)(A)(B)(C) Policy to Provide or Coordinate Services for Older Native Americans Under This Title With Services Provided Under Title VI
- Sec. 306(a)(12) Procedure to Coordinate Services with Other Federally Assisted Programs as Described in Section 202(b)
- Sec. 306(a)(13)(A)(B)(C) Provide assurances that area agency will maintain the integrity and public purpose of services, provide identity of contracts, demonstrate that the quantity and quality of the services are enhanced as a result of such contract or relationship.
- Sec. 306(a)(14) Assurance is given that preference in receiving Title III services will not be given to any individual as a result of a contract or commercial relationship that is not to implement Title III.
- Sec. 306(a)(15) Provide assurances regarding use of funds
- Sec. 306(a)(16) Self Directed Care
- Sec. 306(a)(17)(a)(b)(c)(d)(e)(f) Emergency Preparedness, Waiver Request Due to Adequate Supply, State Agency May Enter Into Agreements to Administer Programs, Legal Assistance Privacy Requirements, and State Agency Withholding of Funds as a Result of Failure to Comply

